

DUTY STATEMENT

DGS OHR 907 (Rev. 7/2025)

☐ Current☒ Proposed

RPA NUMBER 31028-OAH	DGS DIVISION / OFFICE or CLIENT AGENCY Office of Administrative Hearings	
UNIT NAME Administration Division - Employee Resource Unit	HEADQUARTER ADDRESS (example: 707 3rd Street, West Sacramento, CA 95605) 2349 Gateway Oaks Drive, STE 200 Sacramento, CA 95833	
CIVIL SERVICE CLASSIFICATION Supervisor I	POSITION NUMBER 306-657-4800-906	CBID S01
POSITION ELIGIBLE FOR TELEWORK: ☒ Yes ☐ No	PROBATIONARY PERIOD ☐ 6 Months ☒ 12 Months ☐ N/A	WORK WEEK GROUP WWG E
WORK SCHEDULE (DAYS / HOURS) Monday - Friday, 8:00AM-5:00PM	TENURE Limited Term	
WORKING TITLE Administration Division Manager	TIMEBASE Full-Time	
DESIGNATED POSITION FOR CONFLICT OF INTEREST (COI): ☒ Yes ☐ No	BILINGUAL POSITION: ☐ Yes ☒ No LANGUAGE NEEDED: ☐ Verbal ☐ Written Proficiency language in: _____	
PROPOSED INCUMBENT (IF KNOWN) TBD	EFFECTIVE DATE TBD	

CORE VALUES / MISSION ☐ Rank and File ☐ Supervisor ☐ Specialist ☒ Office of Administrative Hearings ☐ Client Agency

The Department of General Services' (DGS) and Office of Administrative Hearings' (OAH) Core Values and Employee Expectations are key to the success of OAH's Mission. That mission is to "provide a neutral forum for fair and independent resolution of administrative matters, ensuring due process and respecting the dignity of all." DGS/OAH employees are to adhere to OAH's Core Values and Employee Expectations, and to perform their duties in a way that exhibits and promotes those values and expectations.

POSITION CONCEPT

Under the general direction of the Supervisor II, Chief of Administration, the Supervisor I, in the OAH Administration (Admin) Division, Employee Resource Unit (ERU) supervises the daily operations of the ERU, that is responsible for providing consultation, direction, and tools to internal and external stakeholders. The position provides supervision to subordinate staff and assists with developing, reviewing, interpreting and coordinating revisions to policies and procedures to ensure compliance with applicable laws, rules, regulations, policies and procedures utilizing general office equipment and software applications, including Microsoft (MS) Office Suite, virtual meeting platforms, various research platforms, and project management tools.

This position promotes and is accountable for customer satisfaction and quality service and initiates or recommends changes that encourage innovative solutions to meet and improve customer needs in accordance with all applicable federal and state laws, rules, regulations, mandates and State Controller's Office, California Department of Human Resources (CalHR), State Personnel Board (SPB), California Public Employees' Retirement System, Department of Finance, DGS, and other control agency policies and procedures.

SPECIAL REQUIREMENTS ☐ Medical Clearance ☐ Background Clearance ☐ Typing ☒ DMV Pull Notice ☐ Drug Testing
☐ Vehicle Home Storage Permit ☐ Driver's License and Class (specify below in Description) ☐ Certificate (specify below in Description)
☐ Professional License (specify below in Description) ☐ Other (specify below in Description)

Telework

The employee must reside in California.

DMV Pull Notice

This position requires participation in the Department of Motor Vehicles (DMV) Employer Pull Notice Program.

ESSENTIAL FUNCTIONS

DUTY STATEMENT

DGS OHR 907 (Rev. 7/2025)

☐ Current☒ Proposed

PERCENTAGE	DESCRIPTION
30%	Leads and coordinates ERU and Administration Division staff services functions within established policy including, but not limited to personnel and ergonomics by anticipating and resolving division operations issues, and advising upper management of current developments and issues in order for staff work to be completed to meet office and departmental goals and objectives to ensure OAH is compliant with federal and State laws, rules, regulations and policies, utilizing the Activity Based Management System (ABMS), SharePoint, Service Now, Personnel Operations Manual, State Administrative Manual, MS Office Suite, DGS Training Dashboard, Pathways and other appropriate software programs.
20%	Supervises, directs, develops, and reviews the work of a hybrid workforce by centralizing communication to virtual platforms to communicate unit goals and objectives, communicating performance expectations and supporting a results-focused work environment within established division guidelines, inputting, reviewing and approving/denying timesheets, managing staff requests for time off, managing various schedules and maintaining adequate staffing, providing direction and information on Office of Human Resources processes, creating hybrid and in-person opportunities for team building, and developing timely performance evaluations and training plans, in order to provide opportunities for training, promote upward mobility and team collaboration, and provide guidance on personnel performance issues, to ensure equal employment opportunities and a harassment and discrimination-free work environment, utilizing MS Office Suite, hybrid communication platforms and equipment (e.g., webcam), Project Accounting and Leave timekeeping system (PAL), applicable bargaining unit contract provisions, the Personnel Operations Manual, DGS policies, procedures and guidelines, SPB, and California Department of Human Resources laws, rules and regulations.
10%	Evaluates customer satisfaction and quality of services by responding to and resolving sensitive and complex inquiries and complaints from internal and external sources, analyzing internal processes, policies, procedures, recommending and executing approved process improvements within established policy in order to build cooperative working relationships on behalf of the Admin Division to ensure the most effective and efficient customer service is provided to OAH's customers utilizing MS Office Suite, SharePoint, and Service Now.
10%	Participates and collaborates with other OAH division leaders, managers, and supervisors statewide by regularly participating in both DGS and OAH management working groups, attending DGS forums, engaging in leadership focused training courses, and providing input from the ERU to support division-level strategic goals in order to develop cohesiveness and productive interactions between employees of internal offices and external agencies throughout the state as well as to meet strategic goals to ensure compliance with applicable laws and performance expectations utilizing MS Office Suite and in-person meetings.
10%	Represents the ERU and Administration Division as assigned to support approved operational processes by participating in departmental meetings, Governance committees, and meetings with state and local agencies about OAH operations in order to maintain effective communication channels while staying current on issues of interest to ensure OAH meets all delegated responsibilities utilizing MS Office Suite and in-person meetings.
5%	Supports leadership in implementing short- and long-term operational goals by recommending procedural adjustments, executing approved changes within established policy, monitoring and evaluating operational effectiveness in subordinates' data entry and making changes where

DUTY STATEMENT

DGS OHR 907 (Rev. 7/2025)

☐ Current☒ Proposed

PERCENTAGE	DESCRIPTION
	necessary in order to meet strategic goals to ensure compliance with applicable laws and performance expectations by utilizing MS Office Suite and in-person meetings.
5%	Grants or denies requests for time off, overtime, dock, or Absent Without Leave (AWOL) from subordinate staff by using DGS' PAL timekeeping system to confirm leave balance availability in order to verify accurate reporting to the State Controller's Office for issuance of correct payroll warrants, to ensure accordance with DGS policies and guidelines, MOU provisions, personnel policies, rules and regulations.
5%	Participates in OAH's recruitment process by reviewing and screening applications, interviewing candidates, and performing all other administrative functions related to recruitment in order to make timely hires to ensure the appropriate level of staffing for the unit is met utilizing MS Office Suite, the Exam and Cert Online System (ECOS) and best hiring practices.

MARGINAL FUNCTIONS

PERCENTAGE	DESCRIPTION
5%	Provides limited operational coverage in absence of Chief of Administration and other division managers in matters relating to the Admin Division as required by attending meetings, voting on process improvements, representing OAH and working on special projects in order to share information and maintain the continuous flow of business operations to ensure upper management is advised of critical issues and excellent customer service is consistently provided utilizing MS Office Suite and in-person meetings.

WORK ENVIRONMENT AND PHYSICAL REQUIREMENTS☒ Travel (Specify the percentage in the travel box below)Travel 5 % of the time to various locations and may include overnight travel by various methods of transportation.

- This position requires appropriate attire for a professional office environment, understanding that the position interacts with parties appearing before OAH, the public, and other state agencies, in person and by videoconference.
- Travel may be required on an occasional basis, and as needed, to meet the operational goals of the Office of Administrative Hearings.
- Daily and frequent use of a State-issued computer and a variety of office software applications.
- Ability to occupy office workstation for extended periods of time.
- Ability to move office supplies, files, books, and ability to stand, reach, stoop or bend.

DESIRABLE QUALIFICATIONS

N/A

You are a valued member of the department's team. You are expected to work cooperatively with team members and others to enable the department to provide the highest level of service possible. Your creativity and productivity are encouraged. Your efforts to treat others fairly, honestly and with respect are important to everyone who works with you.

I have discussed these duties with my supervisor and have received a copy of the duty statement. I have read and understand the duties and essential functions listed above and I am able to complete the essential functions with or without a reasonable accommodation. (If you believe you need a reasonable accommodation or you are unsure if you need a reasonable accommodation, please inform the hiring manager and contact the Reasonable Accommodation Unit at reasonableaccommodation@dgs.ca.gov)

EMPLOYEE NAME	EMPLOYEE SIGNATURE	DATE SIGNED
---------------	--------------------	-------------

I have discussed the duties of the position with the employee and certify the duty statement represents an accurate description of the essential functions of the position. I have provided the employee with a copy of this duty statement.

SUPERVISOR NAME	SUPERVISOR SIGNATURE	DATE SIGNED
-----------------	----------------------	-------------

C & P APPROVED BY	DATE SIGNED
-------------------	-------------