
Classification: Supervisor II

Position Title: Strategic Solutions & People Analytics Section Leader

Position Number: 801-171-4801-XXX

Division/Branch: Administration/Human Resources

Location: Sacramento County

Job Description Summary

Under general direction of the Manager II, Assistant Deputy Director, People Experience & Human Resources (HR) Operations, the Supervisor II, Strategic Solutions & People Analytics (SSPA) Section Leader, serves as the section chief for a multidisciplinary team responsible for people analytics, employee experience, strategic planning support, operations alignment, and related strategic HR initiatives across the employee lifecycle. This position leads a team of professional analytical staff and oversees a section portfolio that includes onboarding improvements, stay-program implementation, exit and offboarding learning, workforce insight development, strategic HR planning support, and related initiatives designed to improve employee experience, retention, and organizational effectiveness. The incumbent establishes section priorities, directs staff work, develops sustainable operating practices, and ensures that strategic initiatives are translated into coordinated, actionable work.

The SSPA Section Leader serves as a key advisor to HR leadership on people insights, implementation readiness, and strategic workforce needs. The incumbent partners closely with managers, supervisors, and internal stakeholders to align section work with branch priorities, improve business processes, and strengthen HR's ability to respond to emerging organizational needs. Duties may include access to information systems containing protected enrollee information, including federal tax information, protected health information, and personally identifying information.

Job Description

35% – (E) Section Leadership, Supervision, and Work Direction

Plans, organizes, and directs the work of a multidisciplinary SSPA team performing complex analytical, consultative, operational, and implementation-support work. Provides full day-to-day supervision for assigned staff, including workload management, priority setting, coaching, technical guidance, performance management, hiring support, employee development, leave approval, and corrective action, consistent with state laws, rules, and policies. Establishes section goals, timelines, quality standards, and service expectations across people analytics, employee experience, and operations assignments, aligns staff resources to current and emerging workload including onboarding, stay-program activities, exit and offboarding analysis, process improvement initiatives, workforce insights, and strategic branch priorities, and ensures staff adhere to confidentiality, data security, records-management, and documentation standards.

25% – (E) Strategic Solutions & People Analytics Section Management

Manages the end-to-end SSPA workload, integrating people analytics, employee experience, and operations functions into a coherent section strategy and work plan. Oversees development and continuous improvement

of section processes, tools, templates, intake practices, governance routines, and work-tracking methods to support sustainable execution. Directs section efforts related to employee-lifecycle programs and initiatives, including onboarding improvements, stay-program implementation, exit and offboarding learning, and other HR experience and retention strategies. Leads section planning for future-state work connected to HR visioning, workforce insight development, strategic planning, and organizational effectiveness, and coordinates with other HR units to ensure section work is aligned with branch priorities, operational realities, implementation sequencing, and leadership expectations.

20% – (E) Analytics and Operations Oversight

Provides high-level direction and quality oversight for analytical and implementation work products, including dashboards, reports, issue papers, presentations, process maps, recommendations, communications frameworks, and implementation-readiness tools. Ensures section work appropriately combines quantitative and qualitative data, stakeholder input, and operational context to support sound decision-making. Oversees development of employee-experience and workforce-insight methods, including onboarding feedback tools, stay and exit data collection approaches, retention-related analysis, and related measures of program effectiveness. Directs section-level operational improvement work, including process design, workflow standardization, role clarity, accountability structures, and implementation follow-through and planning for HR initiatives by ensuring projects include stakeholder analysis, readiness considerations, communication planning, training coordination, and reinforcement strategies.

10% – (E) Stakeholder Consultation and Strategic Communication

Serves as a consultative resource to HR leadership, managers, supervisors, and project partners on section-related work involving people analytics, employee experience, HR operations, and implementation strategies. Presents complex and sensitive findings, proposals, and recommendations in a clear and actionable manner to HR leadership and cross-functional stakeholders. Chairs or coordinates section workgroups, project teams, and implementation meetings related to strategic HR initiatives, and collaborates with the Digital Innovation leads and other internal partners as needed on initiatives where technology enablement, reporting, and implementation support intersect, while maintaining distinct functional accountability.

10% – (M) Miscellaneous and Professional Development

Leads and participates in leadership meetings, strategic planning sessions, and HR governance activities and contributes to the development of long- and short-term branch objectives. Identifies training and development needs for self and staff, ensures completion of mandatory training, and supports ongoing professional development. Travels to other Covered California sites or trainings as necessary and performs other duties as assigned to support HR operations and Covered California's mission. Serves as the acting Assistant Deputy Director People Experience & HR Operations when delegated, ensuring continuity of operations, timely decision-making within delegated authority, and alignment with approved policies and strategic priorities.

Scope and Impact

a) Responsibility for Decisions and Consequences of Error: The SSPA Section Leader exercises substantial independence in directing section priorities, supervising staff, and producing recommendations that affect HR programs, employee experience, operational effectiveness, and implementation success. Errors in judgment, supervision, analysis, prioritization, or implementation-planning could result in ineffective program design, poor implementation outcomes, misaligned staffing, reduced employee confidence, inefficient operations, or delayed progress on branch priorities.

b) Administrative Responsibility: The incumbent is responsible for planning, coordinating, and monitoring section work plans, staffing assignments, deliverables, and performance expectations, reviewing and

approving staff work products, contributing to resource planning, and ensuring compliance with applicable state laws, regulations, policies, and labor agreements.

c) Supervision Exercised: This is a full supervisory position. The incumbent supervises a team of professional staff performing analytical, consultative, operational, and implementation-support work. Responsibilities include assigning, reviewing, and evaluating work, providing training and technical guidance, approving timesheets and leave; participating in hiring and disciplinary actions, and ensuring adherence to HR and Covered California policies and procedures.

d) Internal Personal Contacts: HR leadership and staff, managers and supervisors across Covered California, cross-functional project partners, and other stakeholders involved in strategic HR initiatives, workforce planning, operations, and implementation work.

e) External Personal Contacts: Control agencies including the State Personnel Board (SPB), California Department of Human Resources (CalHR), and the State Controller's Office (SCO), vendors/contractors, training providers, and other external partners as needed in support of section functions and strategic initiatives.

Physical and Environmental Demands

Work in a climate-controlled, open office environment, under artificial lighting; exposure to computer screens and other basic office equipment; open office environment; work in a high-pressure, fast-paced environment, under time-critical deadlines; must be flexible to workdays/nights, weekends and select holidays as needed; during peak periods, may be required to work extended hours; appropriate dress for the office environment.

ESSENTIAL PHYSICAL CHARACTERISTICS: The physical characteristics described here represent those that must be met by an employee to successfully perform the essential functions of this classification.

Reasonable accommodations may be made to enable an individual with a qualified disability to perform the essential functions of the job, on a case-by-case basis. Ability to attend work as scheduled and on a regular basis and be available to work outside the normal workday when required. Continuous: Upward and downward flexion of the neck. Frequent: sitting for long periods of time (up to 70%); repetitive use of hands, forearms, and fingers to operate computers, mouse, and dual computer monitors, printers, and copiers (up to 70%); long periods of time at a desk using a keyboard, manual dexterity and sustained periods of mental activity are need; using headsets to talk with internal and external customers for extended periods (up to 60%); Frequent: walking, standing, bending and twisting of the neck, bending and twisting of waist, squatting, simple grasping, reaching above and below shoulder level, and lifting and carrying of files, and binders. Note: Some of the above requirements may be accommodated for otherwise qualified individuals requiring and requesting such accommodation(s).

Working Conditions and Requirements

a. Schedule: Core business hours are Monday - Friday, 8 am – 5 pm. May need to work outside the normal workday when required.

b. Travel: Travels statewide up to 10% of the time to other work sites and for trainings and/or meetings.

c. Other: