

☒ Current ☐ Proposed

Classification Title Supervisor II	Division/Unit Administrative Services Division - Human Resources Office
Working Title Talent Acquisition Branch Chief	HQ Designation CalHR Sacramento
Position Number 363-100-4801-006	Date Prepared 8/27/2026
Name	Effective Date

CalHR Mission, Vision, and Values

The California Department of Human Resources (CalHR) is responsible for issues related to employee salaries and benefits, job classifications, civil rights, training, exams, recruitment and retention. For most employees, many of these matters are determined through the collective bargaining process managed by CalHR.

Our Mission: To serve as the trusted advisor to our strategic partners and the public, providing exceptional human resource services and guidance in developing a diverse and inclusive workforce.

Our Vision: Shaping California's future of public service excellence with fair and equitable employment opportunities and a diverse, engaged workforce.

CalHR Core Values: People Centric, Leadership, Accountability, DEIA, Integrity, and Transparency.

General Statement

Under the general direction of the Chief People Officer (Manager II) of the Human Resources Office (HRO), the Supervisor II serves as the Talent Acquisition Branch Chief and has full supervisory responsibility for planning, organizing, and directing highly sensitive and complex human resources operations and workforce programs. The incumbent oversees subordinate Supervisor I positions responsible for Classification & Hiring and Training & Special Projects, as well as Talent Engagement and Executive Appointments functions. Areas of responsibility include, but are not limited to, classification and pay, examinations, hiring, executive appointments, recruitment, position control, workforce and succession planning, employee recognition and engagement, departmentwide training and employee development, mandatory training compliance, New Employee Orientation, Employee Assistance Program (EAP), employee wellness, policy and procedure development, and special projects supporting the California Department of Human Resources (CalHR) and contracted client agencies.

The incumbent resolves the most complex and sensitive personnel and workforce issues; develops short- and long-term plans to improve operational efficiency and program effectiveness; and recommends innovative and scalable processes to improve the quality and delivery of services to internal and external customers. The incumbent is responsible for developing procedures and guidelines and facilitating their implementation. The incumbent will demonstrate a commitment to providing accurate, timely, high-quality service that exceeds

customer expectations. The incumbent promotes and maintains organizational culture by ensuring functional areas align with CalHR's mission, vision, values, strategic goals, and objectives. The incumbent may serve as acting Chief People Officer in their absence.

Duties include, but are not limited to, the following:

Job Functions

[Essential (E) / Marginal (M) Functions] conducted [Onsite (O) / Virtually (V)]:

An itemized listing of the specific job duties and the percentage of time spent on each separate and distinct task, with essential and marginal functions identified. Percentages must be listed in descending order and must equal 100.

Percentage	(O) / (V)	Essential Job Duties
35%	O/V	Operations Supervises and directs subordinate supervisors and staff responsible for highly sensitive and complex human resources operations and workforce programs, including but not limited to classification and pay, examinations, hiring, executive appointments, recruitment, position control, workforce and succession planning, employee recognition and engagement, departmentwide training and employee development, mandatory training compliance, New Employee Orientation, EAP, employee wellness, policy and procedure development, and special projects supporting CalHR and contracted client agencies. Provides leadership and oversight to ensure programs operate effectively, priorities and resources are appropriately aligned, and services are timely, accurate, consistent, and responsive to departmental needs. Ensures appropriate coordination, cross-training, knowledge transfer, and backup coverage across functional areas to support operational continuity and minimize reliance on individual subject-matter experts. Provides oversight of departmentwide training and employee development programs and ensures training activities are effectively coordinated with HRO's recruitment, onboarding, employee development, engagement, performance, retention, and succession planning responsibilities. Ensures mandatory training requirements are appropriately monitored, documented, and maintained to support departmental compliance and audit readiness. Identifies problems, analyzes solutions, implements changes, and assesses outcomes. Develops and maintains procedures, desk manuals, job aids, and other operational resources. Builds internal and external collaborative relationships, fosters a team environment, and achieves measurable and customer-driven results consistent with CalHR's mission, vision, values, strategic goals, and objectives.
25%	O/V	Subject Matter Expert Consultation Serves as a subject matter expert and key advisor on a broad range of complex human resources and workforce matters and provides consultation, guidance, and recommendations regarding the department's classification plan, position allocations, salaries, appointments and separations, executive appointments, position

		management, organizational structure, recruitment and hiring, workforce and succession planning, employee engagement, training and employee development, and related workforce programs. Manages the most complex, difficult, and sensitive human resources issues. Provides consultation, advice, and recommendations to executives, managers, supervisors, and staff to ensure personnel practices are consistent, equitable, and operationally sound. Provides professional consultation based on current research and best practices. Maintains an up-to-date awareness of human resources and workforce trends and facilitates that awareness among subordinate supervisors and staff. Effectively communicates relevant laws, rules, regulations, policies, and requirements to assist management in making operational decisions. Collaborates with management to determine business needs related to organizational design and workforce management and recommends strategies to resolve complex organizational issues. Provides expert direction regarding the establishment or revision of classification specifications, Career Executive Assignment and Exempt positions, and other complex personnel actions. Analyzes new or updated laws, rules, regulations, and statewide policies applicable to human resources and recommends appropriate correspondence, procedures, policies, or operational changes. Conducts and oversees internal reviews and audits to ensure compliance with applicable requirements.
15%	O/V	Leadership, Supervision, and Workforce Development Plans, organizes, directs, and provides day-to-day supervision to subordinate supervisors and professional, technical, and/or analytical staff, including providing consistent leadership, guidance, oversight, and support to employees in both in-person and remote work environments. Maintains a regular onsite presence and engages in in-person interactions necessary to effectively lead staff, provide coaching and mentorship, monitor performance and workplace dynamics, support employee development, address operational needs, and foster a productive and collaborative work environment. Establishes clear performance expectations, assigns and monitors workload, sets priorities, evaluates employee performance, and ensures timely completion of probation reports, performance appraisals, individual development discussions, and related supervisory documentation. Provides coaching, mentorship, training, and ongoing feedback to support employee engagement, accountability, productivity, and professional growth. Addresses employee performance and conduct issues in a timely and appropriate manner, including administering corrective and progressive discipline, counseling employees, documenting performance concerns, and coordinating with the Human Resources Office, as appropriate. Reviews and approves employee

		leave requests, attendance, telework schedules, alternate work schedules, travel requests, overtime, and timesheets, and ensures compliance with departmental policies, statewide rules, workplace expectations, and applicable laws, rules, and regulations. Promotes a collaborative, customer-focused, safe, respectful, and inclusive work environment through effective communication, conflict resolution, team development, succession planning, workforce planning, and knowledge transfer strategies that support business continuity and organizational effectiveness. Ensures subordinate supervisors and staff receive appropriate onboarding, training, resources, and operational support necessary to successfully perform their duties and meet organizational goals and expectations.
10%	O/V	Process Improvement Develops processes and procedures impacting human resources and workforce services, including establishing service-level expectations, metrics, job guides, resources, toolkits, and other operational standards. Identifies operational efficiencies, conducts research, and provides recommendations to ensure human resources processes are efficient, effective, customer-focused, and sustainable. Identifies, develops, and implements appropriate data collection, workload tracking, and performance metrics. Evaluates data to identify trends, workload distribution, operational bottlenecks, and opportunities for process improvement. Ensures data and key performance indicators are used to inform operational decisions, resource allocation, program performance, and continuous improvement.
10%	O/V	Special Projects Oversees project management and strategic and special project assignments supporting HRO and departmentwide priorities. Provides management oversight and guidance to the Supervisor I (Specialist), Department Training Officer and Special Projects Manager, on assigned workforce, training, employee development, compliance, and special project initiatives. Develops and oversees project plans, including objectives, deliverables, resource identification, timelines, roles, and accountability. Monitors project progress, identifies and addresses barriers, and ensures timely completion of deliverables. Engages and influences key stakeholders through facilitation of project and process improvement meetings. Reviews business processes, develops process improvement strategies, and supports effective implementation of organizational initiatives. Performs and oversees research and analysis on human resources, workforce, talent management, training, employee development, and organizational effectiveness topics.
Percentage	(O) / (V)	Marginal Job Duties
5%	O/V	Other Related Duties Performs other duties as required and consistent with department needs. Attends statewide meetings and forums for human

		resources professionals and participates in activities that contribute to professional growth and development. Networks through industry contacts, professional associations, educational groups, and other appropriate professional organizations. Represents CalHR at other state departments, colleges, career fairs, recruitment events, presentations, and related activities. On occasion and when the need arises, may serve as acting Chief People Officer in their absence.
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Supervision Received

The Supervisor II reports directly to and receives the majority of assignments from the Chief People Officer (Manager II); however, direction and assignments may also be received from the Chief Operating Officer (Administrative Services Division Chief) or Chief Deputy Director.

Supervision Exercised

The incumbent directly supervises one Supervisor I and one Supervisor I (Specialist) and indirectly oversees multiple Analyst IIs and other subordinate staff.

The Supervisor I (Specialist) serves as the Department Training Officer and Special Projects Manager and is responsible for departmentwide training and employee development, mandatory training compliance, New Employee Orientation, EAP and employee wellness, and assigned strategic and special projects.

Special Requirements/Desirable Qualifications

This position has a Conflict-of-Interest designation and requires disclosure of economic interests (Form 700).

The incumbent is expected to demonstrate professional and ethical conduct that is reflective of CalHR's mission, vision, and core values. CalHR employees are expected to model and support CalHR Core Values.

The desirable qualifications for Supervisor II include:

- Expert knowledge of human resources laws, rules, regulations, policies, and personnel and human resource management practices.
- Experience and knowledge in various human resources disciplines including, but not limited to, classification and pay, examinations, hiring, executive appointments, recruitment, position control, workforce and succession planning, training and employee development, employee recognition and engagement, talent management, policy and procedure development, and special projects.
- Experience leading or overseeing talent management and workforce programs throughout the employee lifecycle, including recruitment, onboarding, training and development, engagement, recognition, retention, and succession planning.
- Experience performing or overseeing human resources services for high-level executives, Career Executive Assignments (CEAs), Exempt appointees, and other sensitive or complex appointments.
- Experience overseeing departmentwide training, employee development, mandatory training compliance, or related workforce development programs.
- Ability to gain the confidence and support of executive leadership and advise executives on complex and sensitive human resources and workforce matters.

- Experience in change management, including identifying opportunities for organizational and operational improvement and successfully leading and implementing change.
- Ability to think critically, research and analyze complex information, interpret data, apply applicable laws, rules, regulations, policies, practices, and principles to personnel management and human resources, and develop effective action and implementation plans.
- Demonstrated ability to provide leadership and oversight to subordinate supervisors and staff, including the ability to coach, mentor, train, develop, and hold employees accountable for program and operational outcomes.
- Ability to establish priorities, effectively manage multiple complex programs and competing demands, delegate work appropriately, and ensure timely and high-quality completion of assignments.
- Ability to develop staff capability through cross-training, succession planning, knowledge transfer, and other strategies that strengthen operational continuity and organizational resiliency.
- Effective communication, business acumen, decision-making, and problem-solving skills.
- Customer-service oriented with the ability to remain flexible and adapt to rapid changes in priorities and work assignments while maintaining a high degree of accuracy.
- Strong written and verbal communication skills and the ability to clearly present complex and accurate information, analyses, and recommendations.
- Ability to collaborate effectively with executives, managers, supervisors, staff, customers, control agencies, and external stakeholders.
- Ability to adapt, remain flexible, maintain a positive attitude, and thrive in an environment that manages multiple priorities simultaneously.
- Demonstrated ability to maintain confidentiality of sensitive personnel-related work and information.
- Ability to create and promote an equitable, inclusive, accessible, engaging, and respectful workplace where diversity is celebrated and valued.

Working Conditions

The duties of this position are performed indoors at the 1515 “S” Street building. The employees’ workstation is equipped with standard or ergonomic office equipment, as appropriate.

To promote collaboration, team cohesion, and employee development, CalHR operates on a hybrid schedule in accordance with both Statewide and CalHR’s Telework Policies.

Attendance

Employees must maintain regular and acceptable attendance, as determined solely by the Department. They must be regularly available on-site or virtually and willing to work the hours deemed necessary or desirable to meet the Department’s business needs.

Employee Acknowledgement

I have read and understand the duties listed above and I can perform these duties with or without reasonable accommodation (RA). * (If you believe an RA is necessary, discuss your concerns with the hiring supervisor. If unsure of a need for reasonable accommodation, inform the hiring supervisor, who will discuss your concerns with the RA Coordinator.)

*An RA is any modification or adjustment made to a job, work environment, or employment practice or process that enables an individual with a disability or medical condition to perform the essential functions of their job or to enjoy an equal employment opportunity.

Duties of this position are subject to change and may be revised as needed or required.

Employee Signature	Employee Name	Date

I have discussed the duties of this position with and have provided a copy of this duty statement to the employee named above.

Supervisor Signature	Supervisor Name	Date