

**CALIFORNIA DEPARTMENT OF CORRECTIONS AND REHABILITATION**

POSITION DUTY STATEMENT - General

☐ PROPOSED☒ CURRENT

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| <b>CDCR INSTITUTION OR HEADQUARTERS PROGRAM</b><br>Administrative Services                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | <b>POSITION NUMBER (Agency-Unit-Class-Serial)</b><br>065-575-1303-XXX | <b>MCR / HCR</b><br>1 |                       |
| <b>DIVISION / UNIT</b><br><br>Human Resources<br>Payroll & Personnel Transaction Services<br>Payroll and Benefit Operations                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | <b>CLASSIFICATION TITLE</b><br>Personnel Specialist                   |                       |                       |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | <b>WORKING TITLE</b><br>Payroll and Customer Service Specialist       |                       |                       |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | <b>TIME BASE / TENURE</b><br>Perm/FT                                  | <b>CBID</b><br>R01    | <b>WWG</b><br>2       |
| <b>LOCATION</b><br>Sacramento, CA                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | <b>INCUMBENT</b>                                                      |                       | <b>EFFECTIVE DATE</b> |
| <b>CDCR'S MISSION, VISION and COMMITMENT</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                                                                       |                       |                       |
| <p><b>Mission</b><br/>To facilitate the successful reintegration of the individuals in our care back to their communities equipped with the tools to be drug-free, healthy, and employable members of society by providing education, treatment, rehabilitative, and restorative justice programs, all in a safe and humane environment.</p> <p><b>Vision</b><br/>We enhance public safety and promote successful community reintegration through education, treatment, and active participation in rehabilitative and restorative justice programs.</p> <p><b>Commitment</b><br/>CDCR and CCHCS are committed to transforming the correctional landscape to create safer, more professional, and more fulfilling environments for our employees, the incarcerated population, and those supervised in our communities. Through systemwide improvements grounded in proven and emerging practices, we aim to strengthen rehabilitation, enhance workplace satisfaction, and support successful reentry into the community through our institutions, parole, and community partnerships. Our shared mission is to promote safety, wellness, and human dignity while fostering positive change for all those who live and work within our institutions and communities.</p> <p>CDCR and CCHCS are committed to building an inclusive respectful workplace. We are determined to attract and hire candidates from all communities and empower employees from a variety of backgrounds, perspectives, and personal experiences. We are proud to foster inclusion and drive collaborative efforts at all levels of the Department.</p> |                                                                       |                       |                       |
| <b>DIVISION OVERVIEW</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                                                                       |                       |                       |
| The Payroll and Benefit Operations provides customer service to approximately 6,700 headquarters' employees which includes processing appointments, separations, and employee history updates; processing regular, overtime, and temporary payroll; leave accounting updates; establishment and collection of accounts receivable, and garnishments.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                                                                       |                       |                       |
| <b>GENERAL STATEMENT</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                                                                       |                       |                       |
| Under the general supervision of a Personnel Supervisor II or Supervisor I in the General Transactions Section within Payroll and Benefit Operations (PBO), the incumbent is responsible for the personnel transactions of an assigned roster of approximately 180+ employees. Incumbent is expected to become increasingly independent consistent with training received and on the job experience gained. PBO staff are expected to utilize BIS on an on-going basis as required by their position and duties, which may vary.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                                                                       |                       |                       |

| % of time performing duties                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | Indicate the duties and responsibilities assigned to the position and the percentage of time spent on each. Group related tasks under the same percentage with the highest percentage first.                                                                                                                                                                                                                                                                                                                                                                        |      |
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| 35%                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | Responsible for processing and keying various personnel documents for an assigned roster of employees. These tasks include processing Personnel Actions Requests (PAR's) and Employee Action (Requests (EAR's) utilizing the State Controller's Office computer system and a variety of manuals. Makes independent decisions regarding numerous personnel transactions (including salary determinations) in accordance with various laws/rules/policies and Memoranda of Understanding. Access the Department's BIS system to maintain/update employee information. |      |
| 25%                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | Initiates and keys appropriate documentation for supplemental pay and/or overtime including the processing, calculating, and keying of 7k overtime for R06 employees. Process employees' holiday and shift differential pay, if appropriate. Processes employee dock and a variety of special pays. Updates the California Leave Accounting System to ensure accurate leave balances are maintained.                                                                                                                                                                |      |
| 20%                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | Initiates appropriate documentation for employee garnishments, payroll adjustments, out-of-class assignments, accounts receivables, uniform allowance, and salary advances. Answers inquiries from employees and the public regarding personnel/payroll issues. Responds to telephone inquiries and completes both verbal and written employment verifications. Researches and resolves payroll and leave accounting discrepancies.                                                                                                                                 |      |
| 15%                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | Completes and maintains proper documentation necessary for payroll reconciliation. Updates and maintains manuals. Attends and participates in regular staff meetings. Acts as technical expert for management, hiring supervisors, and employees regarding various personnel transactions issues. Researches, compiles, types, properly prepares, and submits various reports. Participates in special projects. Have good working knowledge of standard office equipment including, but not limited to calculators, typewriters, and personal computers.           |      |
| 5%                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | Perform administrative duties including, but not limited to: adhere to Department policies, rules and procedures; submit administrative requests including leave, travel, and training in a timely and appropriate manner; accurately report time and submit timesheets by the due date.                                                                                                                                                                                                                                                                            |      |
| <b>SPECIAL PERSONAL CHARACTERISTICS</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |      |
| <ul style="list-style-type: none"> <li>• Influence, change, and strengthen the community. Set an example each day through positive and pro-social role modeling, utilizing dynamic security concepts through observation and building rapport.</li> <li>• Willingness to play a significant role in the collaborative efforts toward rehabilitation and public safety enhancement.</li> <li>• Ability to facilitate conversations as a coach and mentor, engaging in a respectful and understanding manner.</li> <li>• Ability to build trust, improve communication, and assist with the transformation of correctional culture.</li> </ul> |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |      |
| <b>SPECIAL REQUIREMENTS</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |      |
| <ul style="list-style-type: none"> <li>• CDCR does not recognize hostages for bargaining purposes. CDCR has a "NO HOSTAGE" policy, and all incarcerated people, visitors, nonemployees, and employees shall be made aware of this.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |      |
| <b>CONSEQUENCE OF ERROR</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |      |
| <ul style="list-style-type: none"> <li>• Consequences of error may result in loss of time and could cause significant delays in program production. Such delays can result in inefficient use or misdirection of department resources resulting in the inability to meet efficiency and timeline goals, and varying degrees of negative financial impacts to the department.</li> </ul>                                                                                                                                                                                                                                                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |      |
| <b>To be reviewed and signed by the supervisor and employee:</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |      |
| <b>EMPLOYEE'S STATEMENT:</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |      |
| <ul style="list-style-type: none"> <li>• I HAVE DISCUSSED THE DUTIES AND RESPONSIBILITIES OF THE POSITION WITH MY SUPERVISOR AND RECEIVED A COPY OF THIS DUTY STATEMENT.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |      |
| EMPLOYEE'S NAME (Print)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | EMPLOYEE'S SIGNATURE                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | DATE |
| <b>SUPERVISOR'S STATEMENT:</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |      |
| <ul style="list-style-type: none"> <li>• I CERTIFY THIS DUTY STATEMENT REFLECTS CURRENT AND AN ACCURATE DESCRIPTION OF THE ESSENTIAL FUNCTIONS OF THIS POSITION</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |      |

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| <ul style="list-style-type: none"><li>I HAVE DISCUSSED THE DUTIES AND RESPONSIBILITIES OF THE POSITION WITH THE EMPLOYEE AND PROVIDED THE EMPLOYEE A COPY OF THIS DUTY STATEMENT.</li></ul> |                        |      |
| SUPERVISOR'S NAME (Print)                                                                                                                                                                   | SUPERVISOR'S SIGNATURE | DATE |