

CALIFORNIA DEPARTMENT OF CORRECTIONS AND REHABILITATION

POSITION DUTY STATEMENT - General

☐ PROPOSED☒ CURRENT

CDCR INSTITUTION OR HEADQUARTERS PROGRAM Administrative Services	POSITION NUMBER (Agency-Unit-Class-Serial) 065-575-4800-004	MCR / HCR 2	
DIVISION / UNIT Human Resources Payroll & Personnel Transaction Services Payroll and Benefit Operations	CLASSIFICATION TITLE Supervisor I		
	WORKING TITLE Supervisor I		
	TIME BASE / TENURE PERM/FT	CBID S01	WWG E
LOCATION Sacramento, CA 95826	INCUMBENT		EFFECTIVE DATE
CDCR'S MISSION, VISION and COMMITMENT			
Mission 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. Vision We enhance public safety and promote successful community reintegration through education, treatment, and active participation in rehabilitative and restorative justice programs. Commitment 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. 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.			
DIVISION OVERVIEW			
The Payroll and Benefit Operations Section 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 (AR), and garnishments.			
GENERAL STATEMENT			
Under the direction of the Manager II, Payroll and Benefit Operations (PBO) and a Supervisor II, the Supervisor I, in a customer service-oriented team environment, directs the work of a unit performing the Department's transactions functions. Oversees the employee services provided to designated institutions, offices, and programs within the Department. This position requires a thorough and detailed knowledge of appropriate laws, rules, regulations, and contract language pertaining to personnel transactions. This position requires the use of the State Controller's Office system, HRTS, and Business Information System (BIS)			

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data for many daily activities and the ability to manage a large team remotely when needed. Incumbent is expected to work cooperatively with peers and professional staff, in person and remotely when applicable, to meet the needs of PBO. Incumbent is also expected to exercise good judgment and portray a professional and positive demeanor at all times.

% 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.
35%	In order to ensure consistency and efficiency in the processing of appointments, separations, miscellaneous transactions, payroll, and leave credit accrual and usage the incumbent provides ongoing guidance, leadership, instruction, and supervision to Personnel Supervisors and Personnel Specialists. Ensure subordinates have the necessary tools, training, and resources to meet operational needs. Ensures timely and exceptional customer service is received by all internal/external stakeholders. Plans and distributes workloads, sets priorities, ensures completed staff work is accomplished, and participates in strategic planning and process improvement activities as it relates to Payroll and Benefit Operations. The incumbent provides comprehensive expectations on assignments, desired outcomes, and constructive feedback as necessary.
30%	Provides advice and consultation to Institution and Department supervisors, managers, and executive staff regarding sensitive personnel matters. Responsible for the resolution of complex and sensitive personnel-related issues. Identifies and/or recommends procedural changes. Individually or as a task force leader, participates in various strategic process improvement activities, such as: training goals, resource and information delivery goals, customer service goals, and communication goals.
20%	Handles the more difficult and sensitive personnel transaction related projects. May act as a project leader, coordinate and monitor the work of other staff, personally complete project work, and ensure the completion of projects. Interprets for staff at all organizational levels the full range of personnel related laws, rules, policies, and procedures. Serves as a Subject Matter Expert on various personnel related workgroups and projects. Prepares and/or reviews various correspondence, including but not limited to: memos, letters, postings, and notifications. Represents the Department at various control agency hearings and/or meetings.
10%	Plan, organize, direct, and evaluate the work and performance of staff. This includes, but is not limited to, the following: Comply with state and federal laws, rules, regulations, bargaining unit contracts, and policies in all personnel practices, including, but not limited to: hiring, employee development, and management. Recruit, hire, train, develop, and provide leadership to a diverse staff. Monitor, evaluate, and create written performance appraisals of staff. Counsel staff and initiate disciplinary actions, as necessary. Identify appropriate long-range plans and goals to address succession planning and knowledge transfer.
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.

SPECIAL PERSONAL CHARACTERISTICS

- 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.
- Willingness to play a significant role in the collaborative efforts toward rehabilitation and public safety enhancement.
- Ability to facilitate conversations as a coach and mentor, engaging in a respectful and understanding manner.
- Ability to build trust, improve communication, and assist with the transformation of correctional culture.

SPECIAL REQUIREMENTS

- CDCR does not recognize hostages for bargaining purposes. CDCR has a "NO HOSTAGE" policy, and all incarcerated people, visitors, non-employees, and employees shall be made aware of this.

CONSEQUENCE OF ERROR

- 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.

To be reviewed and signed by the supervisor and employee:

EMPLOYEE'S STATEMENT:

- *I HAVE DISCUSSED THE DUTIES AND RESPONSIBILITIES OF THE POSITION WITH MY SUPERVISOR AND RECEIVED A COPY OF THIS DUTY STATEMENT.*

EMPLOYEE'S NAME (Print)	EMPLOYEE'S SIGNATURE	DATE
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SUPERVISOR'S STATEMENT:

- *I CERTIFY THIS DUTY STATEMENT REFLECTS CURRENT AND AN ACCURATE DESCRIPTION OF THE ESSENTIAL FUNCTIONS OF THIS POSITION*
- *I HAVE DISCUSSED THE DUTIES AND RESPONSIBILITIES OF THE POSITION WITH THE EMPLOYEE AND PROVIDED THE EMPLOYEE A COPY OF THIS DUTY STATEMENT.*

SUPERVISOR'S NAME (Print)	SUPERVISOR'S SIGNATURE	DATE
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