



Duty Statement

Request for Personnel Action (RPA) Number	Effective Date
Classification Title Administrator II	Position Number 564-186-4357-003
Working Title Exams, Classification and Hiring Program Manager	Bureau and Section BHRB/Personnel Resources Section/Exams, Classification and Hiring Unit

Our mission is to help taxpayers file timely and accurate tax returns, and pay the correct amount to fund services important to Californians. In order to support this mission, FTB employees strive to develop in CalHR's Core Competencies: Collaboration, Communication, Customer Engagement, Digital Fluency, Diversity and Inclusion, Innovative Mindset, Interpersonal Skills, and Resilience. Core competencies are the knowledge, skills, and behaviors which are foundational to all state employees regardless of classification.

General Statement

Under the general direction of the Administrator III, Personnel Resources Section Manager, the incumbent supervises a team of Administrator I's, leads, consultants and technicians who provide expert consultative services to FTB management as well as varied and complex work on assignments related to classification, examination, hiring and compensation. Responsible for managing the day to day activities associated with classification, compensation, examinations, and hiring for FTB. Oversee staff responsible for developing departmental procedures and guidelines as they relate to complex classification and hiring matters, and facilitates implementation of guidelines to the team and communication to FTB's enterprise. The incumbent will demonstrate a commitment to provide quality service that is accurate, timely, and exceeds our customer's expectations.

Essential Functions

Percentage	Description
50%	Supervise, train, coach and mentor through guidance and performance feedback to direct reports and their team of consultants and leads in the delivery of classification, pay, exams, recruitment, and hiring services. Develop section goals and objectives that are responsive to the FTB's needs for education and training in various facets of the services provided by Classification and Hiring (C&H) and Exams units. In conjunction with the department's strategic plan and keeping the needs of the enterprise in mind, develop strategies that create opportunities and partnerships to improve work production and services to the enterprise. Oversee the sensitive steps associated with CEA exams and hiring processes. Ensure that the C&H and Exams staff have all tools necessary to complete their assignments through regular communication of expectations and goals. Demonstrate an enterprise approach to creative problem solving and decision-making. Oversee the investigation and recommendations for resolution to ensure that workplace hiring efforts are free of nepotism and favoritism.
30%	Provide consultative services to the executive management to address the most sensitive and complex classification and hiring issues, as well as exam planning needs. Develop strategies that enable efficient exams critical to the enterprise especially during periods of heavy or challenging staffing needs. Create partnerships with the Workforce Planning, Talent Management, and HR Business Partner program areas to find opportunities for greater use of existing, or the development of new tools in the C&H and Exams teams. Oversee the use of mini trainings by C&H and Exams to the enterprise that help to provide clarity and education regarding classification, recruitment and hiring in order to develop a greater understanding of and response to the enterprise needs within the C&H team. Establish, maintain and foster effective working relationships with internal and external stakeholders including: FTB Program area leaders, Human Resources staff, FTB executive management, Legal Staff, the Equal Employment Opportunity Office, Labor Relations, CalHR, and the State Personnel Board.

Percentage	Description
15%	Ensure all policies, practices and activities associated with C&H and Exams comply with the requirements placed upon FTB by the control agencies that govern the work. Review and analyze the impact or potential impact, of new or amended legislation, rules, policies and procedures. In addition, ensure all activities and documentation meet the SPB's Compliance Review standards through establishing ongoing checkpoints and monitoring. Act as the liaison with SPB when FTB is reviewed, and provide oversight to the team tasked with compiling requested data and documents. At the conclusion of the audit, provide feedback and recommend solutions to continuously improve FTB's response time and capabilities to meet SPB's expectations.

Marginal Functions

Percentage	Description
5%	Act as Section Manager in the absence of the Administrator III. Perform special projects for FTB Human Resources or Executive Management as needed. Assist in the development of the unit's annual spending plans. Serve as the Hiring Compliance Review (HCR) Program Administrator. Provide oversight to randomized audits of departmental hiring processes, in an effort to ensure that departmental managers' hiring practices are legal and in compliance with FTB and State hiring requirements. Provide oversight and advisory expertise to CEA selection processes and hiring efforts.

Signature Authorization

If I choose to sign this form electronically, I agree that my electronic signature is a legally binding equivalent to my handwritten signature on a paper form.

Name (Print) _____

Signature _____

Date _____

Supervisor: I certify that the above information accurately represents the described duties and functions of this position.

Name (Print) _____

Signature _____

Date _____