

DUTY STATEMENT

		EFFECTIVE DATE
BRANCH Administrative Services	POSITION NUMBER (Agency – Unit – Class – Serial) 815 - 223 - 4801 - XXX	
DIVISION/UNIT Human Resources/ Solutions	CLASS TITLE Supervisor II	
INCUMBENT NAME Vacant	WORKING TITLE HR Solutions Manager	
CalSTRS is dedicated to securing the financial future and sustaining the trust of California's educators through customer service, accountability, leadership, strength, trust, respect, and stewardship.		
Under the general direction of the Operations, Solutions and Workforce Planning & Analytics Manager II, the Supervisor II serves as the HR Solutions Manager and is responsible for overseeing the activities of the HR Systems & Maintenance unit and the HR Project and Innovation team. The incumbent manages HR technology tools and related initiatives including support for the California State Payroll System (CSPS) Project and provides strategic guidance and partnership to internal business stakeholders to ensure alignment and successful integration of HR systems across the organization.		
% 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%	ESSENTIAL FUNCTIONS Plan, organize, and oversee the HR Solutions Unit's programs and participate in the selection, onboarding, and development of staff. Manage and direct the maintenance, enhancement, and implementation of Human Resources (HR) technology platforms and tools, including, but not limited to; the CalSTRS SAP Human Capital System (HR Link) and Learning Management System (LMS), SharePoint, and the Power Apps Request for Personnel Action (RPA) tool. Participate in the strategic guidance, leadership, and coaching to subordinate staff to ensure consistent delivery of high-quality services. Assess, monitor, and identify gaps in processes or system workflows and develop solutions that strengthen HR operations, enhance staff experience, and improve usability and service outcomes. Ensure all HR systems and tools are aligned and prepared to support the department's transition to the CSPS project, including system-readiness, operational impacts, and integration needs.	
30%	Serve as a key strategic leader and subject matter expert on the current knowledge of civil service laws, rules, and regulations to ensure systems, tools, and connected business processes support compliance with organizational policies and best practices. Develop and maintain a working-level understanding of HR business areas, such as personnel services and organizational development, to appropriately advise leaders and ensure technology solutions support operational needs. Collaborate with HR Business Partners to understand workflow requirements, service impacts, and operational priorities, and use this insight to provide informed direction to the Solutions teams responsible for HR technology initiatives. Collaborate with Technology Services to ensure business requirements, system functionality, and operational considerations guide technology decisions. Provide consultation to leaders on opportunities where digital tools, automations, and system enhancements can improve service delivery, operational efficiency, and the overall employee experience. Engage with internal stakeholders, HR division leadership, executives, and vendors to support the advancement of technology initiatives that align with organizational and workforce goals.	
20%	Establish, monitor, and report on system performance metrics and analytics to evaluate overall system health and identify innovative opportunities to improve service efficiency. Analyze system usage data and HR process trends to identify potential automations, enhancements, or redesigns that reduce manual work, support accuracy, and improve timeliness of operations. Provide subject matter expertise in the recommendation of system priorities and technology improvements to senior HR leadership. Ensure that change management, communication, training, stakeholder engagement, and operational-readiness plans are developed and executed prior to implementing new tools or system enhancements, ensuring staff and business users are prepared and supported.	
10%	Partner with the Manager II to assess risks associated with proposed technologies and system changes. Represent CalSTRS in technology related stakeholder meetings to communicate priorities, gather input, and maintain alignment across teams.	
MARGINAL FUNCTIONS		

5% | Participate in special projects as needed. May act as Manager II in their absence.

COMPETENCIES

Core Competencies. All employees are responsible for understanding and demonstrating CalSTRS' core competencies:

- Adaptability/Flexibility
- Communication
- Customer/Client Focus
- Teamwork
- Work Standards/Quality Orientation

Classification Competencies. All employees are expected to understand and demonstrate their position's CalSTRS class competencies located in the [Competency Guide](#) on Central.

CONDUCT AND ATTENDANCE EXPECTATIONS

- Communicate effectively with individuals from varied experiences, perspectives and backgrounds
- Deal with individuals in a tactful, congenial, personable manner
- Must maintain consistent and regular attendance
- Adhere to CalSTRS policies and procedures
- Support and model CalSTRS Core Values

WORKING CONDITIONS AND PHYSICAL ABILITIES REQUIRED OF THE JOB

- Occasional travel to various locations for training and/or meetings
- Prolonged periods of standing or sitting
- Work in a high-rise building, in an open space environment
- Ability to use a computer keyboard several hours a day
- Read from computer screens several hours a day
- Ability to move up to 10 pounds

Responsible for promoting a safe and secure work environment free from discrimination, harassment, inappropriate conduct, or retaliation by adhering to CalSTRS' policies and processes. Responsible for participating in mandated HR or EEO training workshops (i.e. Sexual Harassment, EEO, etc.).

To be reviewed and signed by the supervisor and employee:

SUPERVISOR'S STATEMENT:

- I HAVE DISCUSSED THE DUTIES AND RESPONSIBILITIES OF THE POSITION WITH THE EMPLOYEE
- I HAVE SIGNED AND RECEIVED A COPY OF THE DUTY STATEMENT

SUPERVISOR'S NAME (Print)

SUPERVISOR'S SIGNATURE

DATE SIGNED

EMPLOYEE'S STATEMENT:

- I HAVE DISCUSSED THE DUTIES AND RESPONSIBILITIES OF THE POSITION WITH MY SUPERVISOR
- I HAVE SIGNED AND RECEIVED A COPY OF THE DUTY STATEMENT
- I AM ABLE TO PERFORM THE ESSENTIAL FUNCTIONS LISTED WITH OR WITHOUT REASONABLE ACCOMMODATION
- I UNDERSTAND THAT I MAY BE ASKED TO PERFORM OTHER DUTIES AS ASSIGNED WITHIN MY CURRENT CLASSIFICATION, INCLUDING WORK IN OTHER FUNCTIONAL AREAS AS BUSINESS NEEDS REQUIRE

EMPLOYEE'S NAME (Print)

EMPLOYEE'S SIGNATURE

DATE SIGNED