MANAGER II, APPEALS
STATE PERSONNEL BOARD

Employee Name	Classification Title	Position Number
	Manager II	590-109-4802-001
Division/Unit	Effective Date	Prior Pos #(if applicable)
Appeals Division		

Under administrative direction of the Chief Administrative Law Judge (ALJ), (Chief of the Appeals Division), the Manager II will have responsibility for providing direction and leadership in the management of the Division's programs and functions. The Appeals Division is the administrative arm of the State Personnel Board (SPB), whose responsibility is to hear, investigate, and make recommendations on the alleged violations of law or rule, which are brought forth by appellants. The position includes responsibility for the formulation and administration of departmental policy regarding appeals and complaints and all related processes. The Manager II is also responsible for providing a high level of support and expertise to the Chief of Appeals.

Description of the Essential Functions

35% Provide assistance and expertise in guiding the efforts of the Division; assist in the direction and oversight of staff and its operations. Provide technical direction, managerial oversight, and coordination with other internal staff and State agencies regarding the Division' mandates, program planning, functions, staffing, and fiscal development. Evaluate and make recommendations regarding the effectiveness of existing policies and provide expertise in the development of new policies and procedures related to the programs.

25% Resolve the most difficult, complex, and sensitive appeals and issues which require application and determination of the Board's positions; identify, research, and analyze Board policies, procedures, and other regulations which may be impacted by issues of appeals; consult with other managers and technical staff including other SPB Divisions on appeal issues which impact their programs/responsibilities. Provide recommendations to the Division Chief to address and respond to Board directives. Ensure that appropriate processes and procedures are applied to appeals and complaints and works with staff in the development of policies and procedures for the Division.

20% Ensure compliance with all established guidelines and mandates affecting the Division and recommends an effective course of action to the Division Chief to ensure compliance. Confer with all appropriate SPB divisions and CalHR administrative units on any matter affecting the Division. Develop and maintain cooperative working relationships with all constituents to ensure that goals and objectives are met. Develop, recommend, and oversee the implementation of administrative policies and procedures for the operation of the Division's programs.

15% Serve as a member of various committees. Represent the Division and/or Board on a variety of task forces and other advisory groups. Work with internal and external

stakeholders, partners, and control agencies in providing assistance, guidance, and direction on the Division's issues.

Marginal Functions

5% Other duties as assigned.

Supervision Received

The Manager II receives direct supervision from the Chief ALJ.

Supervision Exercised

The Manager II manages Supervisor IIs responsible for Merit Appeals, Public Records, Administrative Records, and the Appeals Resolution Team. The Manager II also manages the Supervisor I responsible for Evidentiary Case Processing.

Administrative Responsibility

The Manager II position requires excellent computer skills (Word and Excel); writing and analytical skills; the ability to work independently and to communicate (verbal/written) clearly, concisely and accurately; to reason logically and creatively in resolving problems; skill in dealing effectively with others; willingness and ability to accept responsibility and meet deadlines; and ability to manage multiple projects with multiple time frames.

Personal Contacts

The Manager II has contact with the SPB Executive team, SPB Management team and other SPB employees, as well as, Board Members, Governor's Office, Agency representatives, and the public and must therefore be diplomatic, organized, professional, and exercise impeccable judgement and discretion.

Typical Working Conditions:

The duties of this position are performed indoors. The employee's workstation is located at 801 Capitol Mall and is equipped with standard or ergonomic office equipment, as appropriate. Travel may be required to attend meetings or training classes. Requires prolonged sitting; using the telephone, a personal computer, a scanner, and/or copier. Incumbent must work well under pressure, meeting multiple and sometimes conflicting deadlines. This position allows for partial remote work opportunities on a consistent schedule as approved by management.

Actions and Consequences

Failure to use good judgement in handling sensitive and confidential information could result in sensitive information being released to unauthorized persons and/or incorrect information used to make personnel management decisions.

The statements contained in this duty statement reflect general details as necessary to describe

the principal functions of this job. It should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including work in other functional areas to cover absence of relief, to equalize peak work periods or otherwise balance the workload.

SUPERVISOR'S STATEMENT: ***I have discussed the duties of the position with the employee.***

_____	_____	_____
Supervisor's Name	Supervisor's Signature	Date

EMPLOYEE'S STATEMENT: ***I have discussed with my supervisor the duties of the position and have received a copy of the duty statement. Furthermore, I can perform these duties, with or without reasonable accommodation.***

_____	_____	_____
Employee's Name	Employee's Signature	Date