STATE OF CALIFORNIA - DEPARTMENT OF GENERAL SERVICES

DUTY STATEMENT

DGS OHR 907 (Rev. 7/2025)

☐ Current
☑ Proposed

RPA NUMBER 31102	DGS DIVISION / OFFICE or CLIENT AGENCY Office of Human Resources (OHR)	
UNIT NAME Classification & Pay	HEADQUARTER ADDRESS (example: 707 3rd Street, West Sacramento, CA 95605) 707 Third Street, 7th Floor, West Sacramento, CA 95605	
CIVIL SERVICE CLASSIFICATION Supervisor II	POSITION NUMBER 306-271-4801-013	CBID S01
POSITION ELIGIBLE FOR TELEWORK: ☑ Yes ☐ No	PROBATIONARY PERIOD ☐ 6 Months ☑ 12 Months ☐ N/A	WORK WEEK GROUP E
WORK SCHEDULE (DAYS / HOURS) Monday - Friday/8:00 a.m. - 5:00 p.m.	TENURE Permanent	
WORKING TITLE Supervisor II	TIMEBASE Full-time	
DESIGNATED POSITION FOR CONFLICT OF INTEREST (COI): ☑ Yes ☐ No	BILINGUAL POSITION: ☐ Yes ☑ No LANGUAGE NEEDED: ☐ Verbal ☐ Written Proficiency language in: _____	
PROPOSED INCUMBENT (IF KNOWN)	EFFECTIVE DATE	

CORE VALUES / MISSION ☐ Rank and File ☑ Supervisor ☐ Specialist ☐ Office of Administrative Hearings ☐ Client Agency

The Department of General Services' (DGS) Core Values and Expectations of Supervisors and Managers are key to the success of the Department's Mission. That mission is to "Deliver results by providing timely, cost-effective services and products that support our customers." DGS managers and supervisors are to adhere to the Core Values and Expectations of Supervisors and Managers, and to exhibit and promote behavior consistent with those values and expectations.

POSITION CONCEPT

Under the general direction of the Manager II, the Supervisor II, manages the Office of Human Resources (OHR) Classification & Pay (C&P) Unit through subordinate supervisors and staff responsible for performing a variety of complex analytical and technical duties related to classification and certifications in support of DGS' programs and/or client agencies. This position provides effective supervision, leadership and monitoring to supervisors and staff, is responsible for overseeing, implementing, and monitoring the effectiveness of the classification plan, minimum qualification determinations, and providing high-level consultation to varying levels of management on sensitive and confidential personnel issues. The Supervisor II is responsible for personally performing the most difficult, complex, and/or sensitive work, collaborating with other state departments and agencies, DGS' offices, divisions, units, client agencies, as well as developing and implementing revisions to policies and procedures, managing special classification projects, and leading process improvement efforts to ensure compliance with applicable laws, rules, regulations, and Department of Human Resources (CalHR), State Personnel Board (SPB), and DGS policies and procedures utilizing general office equipment and software applications, including Microsoft Office Suite, virtual meeting platforms, various research platforms, and project management tools.

This position promotes and is accountable for customer satisfaction and quality service and provides recommendations and changes that promote innovative solutions to meet customer needs.

SPECIAL REQUIREMENTS

☐ Medical Clearance ☐ Background Clearance ☐ Typing ☐ DMV Pull Notice ☐ Drug Testing
☐ Vehicle Home Storage Permit ☐ Driver's License and Class (specify below in Description) ☐ Certificate (specify below in Description)
☐ Professional License (specify below in Description) ☐ Other (specify below in Description)

Telework
The employee must reside in California.

ESSENTIAL FUNCTIONS

PERCENTAGE	DESCRIPTION
30%	Oversees subordinate supervisors responsible for coordinating the daily operations of the C&P Unit, monitors the effectiveness of the minimum qualification (MQ) determinations and resolving complex or sensitive MQ and appointment issues, coordinating the classification and pay efforts for DGS programs, contracted client agencies, boards, and commission by assigning and tracking workload, overseeing the development, recommendation, and implementation of short and long term organization goals, objectives, policies, and operating procedures, training and counseling staff timely on proper personnel management policies and procedures, in order to meet department and program goals and objectives, to ensure the conferring on all aspects of hiring within the units.
20%	Serves as a personnel consultant and classification subject matter expert (SME) for the most complex and sensitive personnel related matters for DGS programs by performing technical research, collaborating with various OHR units and DGS Administrative Division offices (e.g. Office of Fiscal Services), attending and participating in meetings with control agencies including CalHR, SPB, State Controller's Office (SCO), California Public Employees' Retirement System (CalPERS), and Department of Finance (DOF), and conducting analysis on requests for personnel actions in order to provide support, consultation, guidance, and recommendations on classification and pay related matters to ensure applicable civil service laws, regulations, and guidelines are followed and employee transitions are processed according to the State's Classification Plan and applicable laws, rules, regulations, policies, and procedures including CalHR's C&P Guide, HR Manual, and DGS' Personnel Operations Manual (POM).
15%	Manages and participates in the highly visible projects related to DGS programs' personnel management and program improvements such as Budget Change Proposals, policy implementation, SPB audits and CalHR related directives by creating and reviewing project and communication plans, coordinating, organizing, and facilitating the work of cross-functional project teams, documenting project activities, identifying, communicating project-related issues, and collaborating with other OHR units and DGS programs as well as contracted client agency staff, in order to complete project deliverables on-time, resolve DGS program issues and complete projects that are in support of the mission of the unit, to ensure all technical, legal, and administrative requirements are met and are in accordance with the State's Classification Plan and applicable laws, rules, regulations, policies, and procedures utilizing process improvement methodologies and change management principles.
10%	Supervises, directs, develops, and reviews the work of a hybrid workforce by centralizing communication to virtual platforms to communicate unit goals and objectives, establishing performance expectations and promoting a results-based culture, inputting, reviewing and approving/denying timesheets, managing staff requests for time off, managing various schedules and maintaining adequate staffing, providing direction and information on OHR processes, creating virtual opportunities for team building, and developing timely performance evaluations and training plans, in order to provide opportunities for training, promote upward mobility and team collaboration, and provide guidance on personnel performance issues, to ensure equal employment opportunities and a harassment and discrimination-free work environment, utilizing Microsoft applications, virtual communication platforms and equipment (e.g., web cam), Project Accounting and Leave, applicable bargaining unit contract provisions, the Personnel Operations Manual, DGS

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	policies, procedures and guidelines, SPB, and CalHR laws, rules and regulations.
10%	Oversees personnel related training for DGS programs by preparing and maintaining training calendars, developing and disseminating training related correspondence, scheduling and conducting trainings for program staff, facilitating work groups to collaborate with various OHR units, reviewing and providing recommendations on training materials in order to successfully onboard and provide continuous guidance, resources, and assistance to DGS programs' staff to ensure compliance with all applicable laws, rules, regulations, policies, and procedures including CalHR's C&P Guide, HR Manual, and DGS' Personnel Operations Manual (POM).
5%	Manages the onboarding of DGS programs by leading communications and meetings with DGS programs' executives and management, facilitating the transfer of personnel related files, and collaborating with various OHR units in order to obtain all required DGS personnel related documentation and information and onboard new DGS programs by the established effective date of the transition to ensure DGS OHR is able to provide human resources services efficiently and effectively.
5%	Manages the offboarding of DGS programs by facilitating meetings, communicating with DGS programs' executives and management statewide, facilitating the transfer of personnel related files, and closure of pending personnel related actions, and collaborating with the units in OHR in order to transfer all required DGS programs' position and personnel related documentation and information and offboard programs by the established effective date of the transition to ensure DGS OHR is able to transition human resources services efficiently and effectively.

MARGINAL FUNCTIONS

PERCENTAGE	DESCRIPTION
5%	May act on behalf of upper OHR management as required by attending meetings, representing the office, making decisions, and signing documents as assigned and leads quality work teams, in order to resolve issues, re-engineer processes, and develop training. And other duties as required in alignment with the Supervisor II Class Specifications.

WORK ENVIRONMENT AND PHYSICAL REQUIREMENTS

☐ Travel (Specify the percentage in the travel box below)

This position is eligible for telework in accordance with DGS's Telework Policy and will be required to report to the office as needed/required. The successful candidate must reside in California upon appointment.

- Regular use of standard office equipment, data and communications-related technologies such as personnel computer applications, telecommunications equipment, Internet, voice mail, etc.
- Professional office environment working in standard office configuration, executive offices and cubicles.
- May be required to transport documents/material with use of a handcart up to 25 lbs.
- Fast-paced work environment with competing priorities and tight deadlines.
- May be required to travel occasionally.

DESIRABLE QUALIFICATIONS

- Experience supervising, training, developing staff; providing clear direction to team members; supporting their professional work and growth and administering human resources programs effectively.
- Strong project management and organizational skills with the ability to plan, develop, implement, and track program outcomes to meet the organization's strategic goals and objectives.
- High degree of initiative and proactive problem-solving skills.

- Ability to exercise sound judgment, work well under pressure, and consistently meet deadlines.
- Ability to collaborate with and influence staff, management, and senior leadership across multiple levels of the organization.
- Ability to communicate professionally and effectively, including the ability to provide sound alternatives to a variety of stakeholders.
- Expertise in interpreting and applying laws, rules, and regulations relevant to the organization and in compliance with established laws, rules, and regulations.
- Extensive knowledge and experience in classification and pay administration, with a comprehensive understanding of personnel management practices.
- Exceptional writing, analytical, and research skills, with a proven ability to compose accurate, concise, and detailed written determinations and recommendations.
- Excellent interpersonal skills for effectively managing difficult, sensitive, and confidential matters.

You are a valued member of the department's team. You are expected to work cooperatively with team members and others to enable the department to provide the highest level of service possible. Your creativity and productivity are encouraged. Your efforts to treat others fairly, honestly and with respect are important to everyone who works with you.

I have discussed these duties with my supervisor and have received a copy of the duty statement. I have read and understand the duties and essential functions listed above and I am able to complete the essential functions with or without a reasonable accommodation. (If you believe you need a reasonable accommodation or you are unsure if you need a reasonable accommodation, please inform the hiring manager and contact the Reasonable Accommodation Unit at reasonableaccommodation@dgs.ca.gov)

EMPLOYEE NAME	EMPLOYEE SIGNATURE	DATE SIGNED

I have discussed the duties of the position with the employee and certify the duty statement represents an accurate description of the essential functions of the position. I have provided the employee with a copy of this duty statement.

SUPERVISOR NAME	SUPERVISOR SIGNATURE	DATE SIGNED

C & P APPROVED BY	DATE SIGNED

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