

☐ Current ☒ Proposed

Classification Title Supervisor II	Division/Unit Administrative Services Division/Human Resources Office
Working Title HR Operations Branch Chief	HQ Designation CalHR Sacramento
Position Number 363-100-4801-007	Date Prepared October 21, 2026
Name	Effective Date

CalHR Mission, Vision, and Values

The California Department of Human Resources (CalHR) is responsible for issues related to employee salaries and benefits, job classifications, civil rights, training, exams, recruitment and retention. For most employees, many of these matters are determined through the collective bargaining process managed by CalHR.

Our Mission: To serve as the trusted advisor to our strategic partners and the public, providing exceptional human resource services and guidance in developing a diverse and inclusive workforce.

Our Vision: Shaping California's future of public service excellence with fair and equitable employment opportunities and a diverse, engaged workforce.

CalHR Core Values: People Centric, Leadership, Accountability, DEIA, Integrity, and Transparency.

General Statement

Under the general direction of the Chief People Officer, the Supervisor II serves as the HR Operations Branch Chief and plans, organizes, directs, and evaluates complex personnel services for CalHR and contracted client agencies. The incumbent exercises full supervisory responsibility through subordinate supervisors and assigned staff and spends the majority of time directing work, establishing priorities, reviewing results, developing staff, and ensuring service quality and compliance.

The branch administers personnel transactions, payroll, benefits, leave accounting, disability-related transactions, protected leave, reasonable accommodation, workers' compensation, and return-to-work services. The incumbent directs coordination among these functions so employees and supervisors receive accurate, timely, consistent guidance and required actions are completed and documented. The position oversees onboarding, offboarding, and telework responsibilities in coordination with other Human Resources Office functions.

As a member of the Human Resources Office leadership team, the incumbent advises the Chief People Officer and client-agency leadership on operational risks, service delivery, and sensitive escalated matters. The incumbent establishes branch procedures and controls within delegated authority, recommends policy changes, and leads implementation of approved improvements. The position promotes ethical conduct, accountability, equal employment opportunity, and a respectful, accessible workplace consistent with CalHR's mission and values.

Duties include, but are not limited to, the following:

Job Functions

[Essential (E) / Marginal (M) Functions] conducted [Onsite (O) / Virtually (V)]:

Percentage	(O) / (V)	Essential Job Duties
35%	O/V	Direct Branch Operations and Service Delivery Plan, organize, assign, and evaluate the work of subordinate supervisors and staff responsible for personnel transactions, payroll, benefits administration, leave accounting, and disability-related transactions, including Nonindustrial Disability Insurance (NDI), State Disability Insurance (SDI), and Industrial Disability Leave (IDL). Direct timely completion of appointments, separations, retirements, salary determinations, salary advances, garnishments, accounts receivable, benefit changes, and related personnel actions. Establish workload priorities, service standards, coverage plans, review checkpoints, and escalation criteria for CalHR and contracted client agencies. Delegate assignments according to staff responsibilities and experience; monitor deadlines, outstanding work, and service commitments; and adjust assignments and resources to address competing demands. Maintain continuity of critical payroll, benefits, and leave services. Direct quality assurance, reconciliations, and corrective action to prevent and resolve errors affecting employee pay, benefits, leave, and personnel records. Require complete, accurate documentation and appropriate approvals. Oversee the branch's onboarding and offboarding tasks, timekeeping support, records maintenance, and coordination with other HR functions, fiscal staff, and control agencies.
25%	OV	Supervise, Coach, and Develop Staff Set clear expectations for subordinate supervisors and staff, including work quality, timeliness, customer service, communication, confidentiality, and follow-through. Hold regular meetings to review priorities, barriers, workload, staff development, and results. Coach subordinate supervisors on delegation, independent judgment, performance management, and accountability for their teams. Evaluate employee performance and complete probationary reports and performance appraisals on time. Provide specific, timely feedback; recognize accomplishments; and address performance or conduct concerns promptly through coaching, documented expectations, and appropriate corrective or disciplinary action in consultation with designated HR and legal resources. Lead recruitment, selection, onboarding, and training for branch vacancies. Assess individual and team skill gaps; establish development and cross-training plans; and verify that staff can perform assigned responsibilities and provide backup coverage. Support equal opportunity in hiring, training, development, and promotion, and maintain a work environment free of discrimination and harassment.
20%	O/V	Oversee Leave, Accommodation, and Return-to-Work Services

		Direct and evaluate staff administration of leave of absence, the Family and Medical Leave Act (FMLA), the California Family Rights Act (CFRA), reasonable accommodation, workers' compensation, and return-to-work services. Oversee coordination with applicable disability and Paid Family Leave (PFL) benefits, payroll, and leave accounting to ensure related actions are consistent and timely. Establish case review and follow-up practices that identify outstanding documentation, required notices, response deadlines, interactive-process activities, and decisions requiring higher-level review. Evaluate staff recommendations for completeness, consistency, supporting analysis, and compliance with applicable requirements. Ensure employees and supervisors receive clear information about next steps, responsibilities, and established deadlines. Resolve escalated operational issues within delegated authority and advise management on available options, business impacts, and recommended actions. Coordinate sensitive, disputed, or high-risk matters with the Chief People Officer, Legal, the Equal Employment Opportunity Office, and other appropriate resources. Ensure medical information is maintained separately and disclosed only as authorized. Oversee assigned telework-related administration and coordination of accommodation requests with operational leadership.
10%	O/V	Direct Compliance, Policy Implementation, and Quality Control Direct staff review of new or revised laws, regulations, bargaining agreements, control-agency guidance, and departmental policies affecting branch services. Assess operational impacts, identify required changes, and recommend implementation plans and policy revisions to the Chief People Officer. Assign development and maintenance of procedures, desk guides, templates, and training resources; review and approve materials within delegated authority. Establish risk-based internal reviews and controls using applicable requirements and guidance, including the Payroll Procedures Manual, Personnel Action Manual, State Administrative Manual, and CalHR Human Resources Manual. Direct responses to audits and control-agency inquiries; review findings, assign corrective actions, and verify completion. Escalate significant compliance concerns and unresolved resource needs to the Chief People Officer.
5%	O/V	Lead Operational Improvements and Assigned Projects Sponsor and direct branch improvements and assigned projects that strengthen accuracy, timeliness, accessibility, and the employee and supervisor experience. Define outcomes, responsibilities, milestones, and resource needs; assign project work to appropriate staff; and monitor progress, risks, and implementation. Coordinate with other HR branches, client agencies, and technology and fiscal partners as needed. Use service measures, such as processing timeliness, error and rework trends, overdue cases, and customer feedback, to identify priorities and evaluate results. Recommend improvements to workflows, tracking systems, service agreements, and reporting;

		oversee implementation of approved changes and verify that expected benefits are achieved.
Percentage	(O) / (V)	Marginal Job Duties
5%	O/V	Other Related Assignments Represent the Human Resources Office at designated professional forums, workgroups, and interdepartmental meetings relevant to branch services. Participate in professional development and occasional outreach or presentations related to assigned programs. Perform other related duties consistent with the classification. When designated, provide temporary coverage for the Chief People Officer within specifically delegated authority.

Supervision Received

Reports to and receives general direction from the Chief People Officer (Manager II). May receive assignments from the Administrative Services Division Chief (Career Executive Assignment) or Chief Deputy Director, with priorities and significant resource impacts coordinated through the Chief People Officer.

Supervision Exercised

Exercises direct supervision over assigned subordinate supervisors and staff and indirect supervision over employees reporting to those supervisors. Assigned positions include Supervisor I, Analyst III, Senior Personnel Specialist, and Personnel Specialist classifications.

Special Requirements

This position is designated under the department's Conflict of Interest Code and requires filing a Statement of Economic Interests (Form 700). The incumbent must exercise sound judgment, maintain confidentiality of sensitive personnel and medical information, and demonstrate professional and ethical conduct consistent with CalHR's mission and core values. CalHR employees are expected to model and support CalHR Core Values.

Desirable Qualifications

- Expert knowledge of human resources laws, rules, regulations, policies, bargaining agreements, and personnel management practices.
- Experience overseeing personnel transactions, payroll, benefits administration, leave accounting, disability benefits, onboarding, retirement, and separations.
- Experience overseeing leaves of absence, reasonable accommodation, protected leave, workers' compensation, and return-to-work services.
- Ability to gain the confidence and support of executive leadership and advise executives on complex and sensitive personnel matters.
- Experience identifying opportunities for operational improvement, developing policies and procedures, and successfully leading and implementing change.
- Ability to research and analyze complex information, interpret data, apply applicable requirements, and develop effective recommendations and implementation plans.
- Demonstrated ability to lead subordinate supervisors and staff, including coaching, mentoring, training, developing, and holding employees accountable for operational outcomes.
- Ability to establish priorities, manage competing demands, delegate appropriately, and ensure timely, accurate, and high-quality completion of assignments.
- Experience establishing quality controls, service standards, tracking practices, and performance measures to ensure compliance and improve service delivery.
- Ability to strengthen operational continuity through cross-training, knowledge transfer, and staff development.

- Effective communication, business acumen, decision-making, and problem-solving skills, including the ability to clearly present complex information and recommendations.
- Customer-service oriented, adaptable, and able to collaborate effectively with leadership, staff, client agencies, control agencies, and external stakeholders.
- Demonstrated ability to maintain confidentiality of sensitive personnel and medical information and exercise sound judgment.
- Ability to create and promote an equitable, inclusive, accessible, engaging, and respectful workplace where diversity is celebrated and valued.

Working Conditions

The duties of this position are performed indoors at the 1515 “S” Street building. The employees’ workstation is equipped with standard or ergonomic office equipment, as appropriate.

To promote collaboration, team cohesion, and employee development, CalHR operates on a hybrid schedule in accordance with both Statewide and CalHR’s Telework Policies.

Attendance

Employees must maintain regular and acceptable attendance, as determined solely by the Department. They must be regularly available on-site or virtually and willing to work the hours deemed necessary or desirable to meet the Department’s business needs.

Employee Acknowledgement

I have read and understand the duties listed above and I can perform these duties with or without reasonable accommodation (RA). * (If you believe an RA is necessary, discuss your concerns with the hiring supervisor. If unsure of a need for reasonable accommodation, inform the hiring supervisor, who will discuss your concerns with the RA Coordinator.)

*An RA is any modification or adjustment made to a job, work environment, or employment practice or process that enables an individual with a disability or medical condition to perform the essential functions of their job or to enjoy an equal employment opportunity.

Duties of this position are subject to change and may be revised as needed or required.

Employee Signature	Employee Name	Date

I have discussed the duties of this position with and have provided a copy of this duty statement to the employee named above.

Supervisor Signature	Supervisor Name	Date