State of California
Department of
Industrial Relations
EST. 1927

DUTY STATEMENT

☐ **CURRENT**

☒ **PROPOSED**

CIVIL SERVICE CLASSIFICATION	WORKING TITLE
Manager II	Assistant Personnel Officer

PROGRAM NAME	UNIT NAME
Office of Administrative Services	Human Resources Office

ASSIGNED SPECIFIC LOCATION	POSITION NUMBER
Sacramento	400 – 107-4802-027

BARGAINING UNIT	WORK WEEK GROUP	BILINGUAL POSITION	CONFLICT OF INTEREST FILER	BACKGROUND CHECK
M01	E	No	Yes	No

General Statement

Under the general direction of the Chief of the Human Resources Office (CEA A), the Manager II provides oversight and guidance to subordinate staff on personnel matters impacting the department and its divisions, boards and commissions in the following areas: transactions, position control, training, policy and support services. The Manager II advises and works cooperatively with department managers and supervisors on the most complex personnel-related issues in a manner consistent with governing laws, rules, regulations and policies.

Candidates must be able to perform the following essential functions with or without reasonable accommodations.

Percentage of Time Spent	Duties **Essential Job Functions**
40%	Office Administration: Serves as a subject matter expert in all areas of transactions, position control, training, policy and support services. Provides guidance and interpretation of various laws, regulations, rules, and serves as a resource for personnel analysts and specialists, managers, supervisors, and the Chief of the Human Resources Office. Provides technical guidance to HR staff while analyzing and determining whether the application of transactions, position control, training and policy and procedure guidance documents comply with all Department of Human Resources (CalHR), State Personnel Board (SPB), State Controller's Office (SCO), Department of Finance (DOF), and Department of General Services (DGS) laws, rules, guidelines, policies, and government code. Reviews and approves the most sensitive or complex personnel transactions involving pay and benefits. Oversees the departmental programs including but not limited to telework, ethics, conflict of interest, the DMV Employer Pull Notice Program and HR administrative functions that support the HRO including contracts and procurement processing and oversight, Office of Administrative Services (OAS) budgetary tracking, and inventory controls.
25%	Personnel Management: Plans, organizes, directs, and reviews staff assignments. Provides regular and timely written staff performance appraisals. Counsels staff and initiates disciplinary actions as necessary. Recruits, hires, trains, develops, and provides leadership to staff. Ensures full compliance with state and federal laws, rules, regulations, bargaining unit contracts, and policies in all personnel practices, hiring, employee development, and management. Identifies appropriate long-range plans and goals to address succession planning and knowledge transfer. Establishes performance expectations for all staff. Reviews staff work plans, monitors and evaluates progress, and ensures key milestones

	are met and on schedule. Develops office goals, strategic and operational plans to meet organizational objectives. Monitors, organizes, directs, and evaluates the quality and quantity of the office's work and makes changes to ensure a productive work environment. Monitors potential workload bottlenecks and recommends appropriate courses of action. Establishes standards for customer service and ensures consistent execution.
15%	Policies and Procedures: Oversees and coordinates the development and review of new and existing branch policies and procedures. Ensures procedures accurately reflect existing or best practices and comply with appropriate guidance documents. Edit procedures for clarity and accuracy. Ensures procedures are posted and properly maintained on the Intranet. Consults with other managers within the department concerning operational needs regarding the development and administration of procedures.
10%	Process Improvement: Serves as a subject matter expert, coach and quality improvement resource for the branch. Oversees and evaluates workflow processes to improve accountability, operational efficiencies, and customer experience. Employs a variety of techniques to evaluate workflow processes, including Lean 6 Sigma and Kaisan, as appropriate. Develops annual work plans concerning individual processes subject to review as well as work plans specific to individual projects. Assembles and leads a cross-section team consisting of subject matter experts and end-users to evaluate workflows, policies, procedures, and information technology systems that guide and support specific processes. Monitors and administers contractors responsible for assisting in process reviews. Prepares reports following each project concerning the processes reviewed, the findings from each review, and the proposed corrective action plan. Develops and monitors performance metrics for key branch processes. Oversees development of dashboards designed to communicate and report status in meeting key metrics. Analyzes deviations in meeting performance metrics and works closely with appropriate staff to evaluate the cause of the deviations. In consultation with the Chief of HR, determines which metrics may require a formal process improvement evaluation.
5%	Office Automation: In consultation with the Office of Information Services (OIS), provides high-level direction and oversight to create and implement electronically viable HR information systems and tools to automate HR services, records information, forms in the areas of payroll, personnel, beneifts, leave and attendance reporting, position control, training compliance, Form 700, telework, probationary report and performance appraisal summary tracking.
Percentage of Time Spent	**Marginal Job Functions**
5%	Performs administrative duties adhering to Department policies, rules, and procedures; submits administrative requests including leave, overtime, travel, and training in a timely and appropriate manner; accurately reports time; and submits timesheets by the due date. Attends meetings and training classes as required.

Conduct, Attendance, and Performance Expectations

This position requires the incumbent to maintain consistent and regular attendance; communicate effectively (orally and in writing) and with tact in dealing with the public and/or other employees; develop and maintain knowledge and skills related to specific tasks, methodologies, materials, tools, and equipment; complete assignments in a timely and efficient manner; and adhere to departmental policies and procedures.

Supervision Received

This incumbent reports directly to and receives most assignments from the Chief, Human Resources Office. The incumbent also receives assignments from the Chief of the Office of Administrative Services; the Chief Deputy Director; and the Director.

Supervision Exercised

The incumbent oversees an office consisting of approximately 50 professional and technical staff in a variety of classifications, including Manager I: Supervisor I and II: Anlayst I, II and III; Senior Personnel Specialist; Personnel Specialist; Personnel Supervisor I and II: and Office Assistant/Technician. The incumbent may also directly or indirectly oversee the work of temporary staff, including retired annuitants, student assistants, and seasonal clerks.

Work Environment, Special Requirements/Other Information, Physical Abilities, Additional Requirements/Expectations, and Personal Contacts

Work Environment

The incumbent works in an air conditioned, high-rise office building with natural and artificial lighting. In addition, the incumbent works in an enclosed private office in close proximity to others.

Special Requirements/Other Information

All DIR employees are expected to conduct themselves in a professional manner that demonstrates respect for all employees and others they encounter during work hours, during work-related activities, and anytime they represent the Department. Additionally, all DIR employees are responsible for promoting a safe and secure work environment, free from discrimination, harassment, inappropriate conduct, or retaliation. Some travel may be required.

Physical Abilities

The incumbent must be able to remain in a stationary position and use a computer for extended periods.

Additional Requirements/Expectations

Failure to effectively perform the duties of the position could result in incorrect or incomplete information dissemination to management and staff and the inability of the department to meets its goals and objectives. Failure to comply with laws, rules, and regulations could result in improper personnel practices that could result in legal action against the department.

Personal Contacts

The incumbent will have daily contact with all levels of departmental personnel. Further, the incumbent represents the Department with State control agencies, especially the CalHR, SCO, and SPB. The incumbent will also have direct and frequent interaction continuous interface with all levels of DIR management including representatives from the Office of the Director and division chiefs. Incumbent will occasionally interact with applicants, members of the public representatives from other state agencies, and the Labor and Workforce Development Agency.

Employee Acknowledgment

I have read and understand the duties listed above and certify that I possess essential personal qualifications including integrity, initiative, dependability, good judgment, and ability to work cooperatively with others; and a state of health consistent with the ability to perform these assigned

duties as described above with or without reasonable accommodation. If you believe a reasonable accommodation is necessary, discuss your concerns with the hiring supervisor. If unsure of a need for a reasonable accommodation, inform the hiring supervisor who will discuss your concerns with the Medical Management Unit in the Human Resources Office.

Employee Name	Employee Signature	Employee Sign Date

Supervisor Acknowledgment

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

Supervisor Name	Supervisor Signature	Supervisor Sign Date

HUMAN RESOURCES OFFICE APPROVAL

J.W.	10/22/2026
C&S Analyst Initials	Approval Date