STATE OF CALIFORNIA
GOVERNOR'S OFFICE OF SERVICE & COMMUNITY ENGAGEMENT
Rev. 08/2026

DUTY STATEMENT

DIVISION OPERATIONS			POSITION NUMBER (Agency – Unit – Class – Serial) 428-502-4801-002			☐ CURRENT ☒ PROPOSED
BRANCH / PROGRAM Operations			CLASSIFICATION TITLE Supervisor II			
SECTION (If applicable) N/A			WORKING TITLE Personnel and Business Services Manager			
REGIONAL OFFICE Sacramento			COI Yes	WWG E	CBID S01	TENURE P	TIME BASE FT
WORK SCHEDULE M-F 8am-5pm	SUPERVISION EXERCISED Yes		SPECIFIC LOCATION ASSIGNED TO 1400 10th Street, Sacramento, CA 95814			
INCUMBENT (If known)			EFFECTIVE DATE			
PRIMARY DOMAIN (IT positions only)	N/A					

AGENCY OVERVIEW

The Governor's Office of Service and Community Engagement (GO-Serve) elevates paid service and volunteerism in the state, and promotes youth and community engagement. GO-Serve consists of California Volunteers (CV) and the Youth Empowerment Commission (YEC).

GENERAL STATEMENT

Under general direction of the Deputy Director of Operations (CEA), the Personnel and Business Operations Manager (Supervisor II) serves as an administrative and operations manager, providing high level support across personnel management, facilities and IT coordination, and CV Commission Board operations. The Supervisor II is responsible for managing sensitive and complex personnel matters for GO-Serve and acting as a liaison with LCI HR. This is a highly visible, sensitive position responsible for all personnel issues impacting GO-Serve's operations. The Supervisor II oversees personnel functions such as serving as the training coordinator, timekeeping, benefits coordination, and payroll issue resolution. The Supervisor II also manages IT equipment and facilities logistics in coordination with GO-Serve and the LCI IT team. The incumbent leads and implements best practices focused on achieving operational excellence in support of GO-Serve's mission, vision, and values.

% 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. *(Use addition sheet if necessary)*
30%	**ESSENTIAL FUNCTIONS** Regularly collaborates with the LCI Human Resources (HR) on a wide range of highly complex and sensitive personnel and policy matters that are critical to GO-Serve's mission and operations. Executes personnel transaction requests, coordinates the onboarding and offboarding of staff and student assistants, facilitates overtime requests and employee dock, and reviews and approves conference and training requests. Manages recruitment and separation documentation for staff, students, and interns, and handles confidential and sensitive personnel issues. Evaluates, monitors, and reviews the accuracy and completeness of critical personnel documentation and correspondence prior to submission to LCI HR for processing. Serves as the primary point of contact for personnel transaction issues for GO-Serve staff. Oversees monthly timekeeping for student assistants and staff and provides technical support to GO-Serve staff using the automated timekeeping platform. Acts as a liaison between GO-Serve staff and LCI HR to resolve payroll discrepancies and ensure staff are paid in a timely manner. Responds to escalated, time sensitive, and confidential personnel matters raised by GO-Serve staff to LCI HR for resolution. Ensures adherence to laws, rules, and policies established by CalHR, SPB, and other control agencies. Provides support and statewide travel policy guidance to travel coordinators regarding in-state, out-of-state, and travel expense claims.

HRO Approved: 10/23/26 CG

20%	Serves as the primary facility liaison for GO-Serve, coordinating office maintenance and inspections with LCI Business Services Office (BSO). Works closely with the LCI IT, Digital Infrastructure Office (DIO), and Operations procurement team with purchasing IT equipment and office furniture. Coordinates with LCI IT and DIO the network set up of IT equipment for new hires and coordinates the distribution and return of IT equipment. Provides technical assistance to staff by answering basic IT questions related to equipment set up and/or directs them to appropriate resources for guidance and help. Oversees equipment tracking and coordinates the surplus and disposal of outdated office equipment and furniture in accordance with DGS policies and procedures. Serves as the asset management coordinator and CalRIM records management coordinator for GO-Serve.
15%	Coordinates the quarterly CV Commission meetings and pre-meetings. Consults with, advises, and coordinates Executive Commissioners and Commission members, facilitates agenda development with panel members, and organizes strategy meetings with governmental officials and stakeholders. Responsible for preparing agendas and distributing meeting minutes in compliance with the Bagley-Keene Open Meeting Act. Maintains records, contacts, and documents for the operations of the Commission. Works closely with External and Legislative Affairs with securing and managing the meeting locations and/or coordinating the virtual platform for hybrid Commission meetings. Coordinates travel arrangements for Commissioners through the state travel system, and coordinates travel expense reimbursements and per diems. Serves as the liaison and coordinator for the Form 700 filing process in accordance with FPPC regulations for Commissioners.
10%	Supervises staff by providing expectations on assignments, tasks, desired outcomes, and setting priorities and deadlines utilizing procedures and guidelines to meet goals and objectives. Maintains a collaborative, cross-functional and team-oriented approach, promoting a positive, welcoming and inclusive work environment. Performs general administrative duties, including but not limited to adhering to agency policies, rules and procedures. Reviews and approves administrative requests, including leave, overtime, travel, and training, in accordance with agency policies, rules, and procedures.
10%	Acts as back up to the Deputy Director of Operations by responding to internal and external requests in order to maintain business functionality and to ensure operations continue. Acts as back up to the Special Assistant to the GO-Serve Director as requested with scheduling meetings, corresponding to external constituents, and coordinating travel requests for the GO-Serve Director. Participates in staff meetings, attends HR forums and supervisory training, provides work status reports, handles special projects, and serves on inter-agency working groups.
5%	**MARGINAL FUNCTIONS** Performs other job-related duties as requested.
	KNOWLEDGE AND ABILITIES *Knowledge of:* Principles, practices, and trends of public and business administration, management, and supportive staff services; principles and practices of employee supervision, development, and training; program management; formal and informal aspects of the legislative process; the administration and department's goals and policies; governmental functions and organization at the state and local level; a supervisor/manager's responsibility for promoting equal opportunity in hiring and employee development and promotion, and for maintaining a work environment which is free of discrimination and harassment.

Ability to: Reason logically and creatively utilize a variety of analytical techniques to resolve complex governmental and managerial problems; develop and evaluate alternatives; analyze data and present ideas and information effectively both orally and in writing; consult with and advise administrators or other interested parties on a wide variety of subject-matter areas; gain and maintain the confidence and cooperation of those contacted during the course of work; review and edit written reports, utilize interdisciplinary teams effectively in the conduct of studies; manage a complex departmental program; establish and maintain project priorities; develop and effectively utilize all available resources; and effectively promote equal opportunity in employment while maintaining a work environment that is free of discrimination and harassment.

DESIRABLE QUALIFICATIONS:

- Experience in human resources management within the State of California civil service system.
- Experience handling complex and sensitive personnel matters with a high level of confidentiality.
- Knowledge of CalHR, SPB, and other control agency policies, procedures, and resources.
- Ability to interpret and apply policies and procedures consistently and accurately.
- Proven ability to plan, organize, and manage high-level meetings involving internal and external stakeholders, in accordance to the Bagley-Keene Open Meeting Act.
- Ability to work independently and exercise sound judgement with minimal supervision.
- Ability to write professional correspondence, reports, agendas, and meeting minutes.
- Ability to establish and maintain cooperative and collaborative working relationships and partnerships with representatives at all levels of government, the public, and internal stakeholders.
- Ability to gain the confidence and support of executive and senior management and advise them on a wide range of administrative matters.
- Strong organizational skills with the ability to manage multiple priorities under tight deadlines.
- Demonstrated experience in managing and developing staff with a focus on fostering a collaborative and high-performance work environment.

SPECIAL PERSONAL REQUIREMENTS: The incumbent must be detail-oriented and possess strong written and verbal communication skills. Highly organized, creative, and self-motivated with the ability to prioritize and manage multiple projects simultaneously in a fast-paced team office environment. Demonstrated ability to act independently and as a member of a team with open-mindedness, flexibility, and tact. Ability to problem-solve and use critical and creative thinking to effectively perform work. Display good interaction skills and the ability to deal professionally, congenially and in a personable manner with the public, other governmental entities, and staff at all levels. Communicate successfully in a diverse community as well as with individuals from varied backgrounds.

SPECIAL PHYSICAL CHARACTERISTICS: Persons appointed to this position must be reasonably expected to exert up to 10 lbs. of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects with or without a reasonable accommodation. Involves sitting most of the time but may involve walking or standing for brief periods of time. Occasional/overnight travel up to 10% may be required.

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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 AND HAVE PROVIDED A COPY OF THE DUTY STATEMENT TO THE EMPLOYEE.***		
SUPERVISOR'S NAME (Print)	SUPERVISOR'S SIGNATURE	DATE
EMPLOYEE'S STATEMENT: ***I HAVE READ AND UNDERSTAND THE DUTIES LISTED ABOVE AND CAN PERFORM THESE DUTIES WITH OR WITHOUT REASONABLE ACCOMMODATION. (IF YOU BELIEVE REASONABLE ACCOMMODATION IS NECESSARY, DISCUSS YOUR CONCERNS WITH YOUR HIRING SUPERVISOR. IF UNSURE OF A NEED FOR REASONABLE ACCOMMODATION, INFORM YOUR HIRING SUPERVISOR, WHO WILL DISCUSS YOUR CONCERNS WITH HUMAN RESOURCES OFFICE).***		
EMPLOYEE'S NAME (Print)	EMPLOYEE'S SIGNATURE	DATE