CALSTRS
HOW WILL YOU SPEND YOUR FUTURE?

☐ PROPOSED

☒ CURRENT

DUTY STATEMENT

	EFFECTIVE DATE
BRANCH Benefits and Services	POSITION NUMBER (Agency – Unit – Class – Serial) 815 - 860 - 4800 - 002
DIVISION/UNIT Retirement Readiness / Systems and Operational Support (SOS)	CLASS TITLE Supervisor I
INCUMBENT NAME	WORKING TITLE Systems and Operational Support Manager

CalSTRS is dedicated to securing the financial future and sustaining the trust of California's educators through customer service, accountability, leadership, strength, trust, respect, and stewardship.

Under the general direction of the Pension Program Manager II of Systems, Solutions and Strategic Development, the Systems and Operational Support Manager (Supervisor I) serve as a leader on the Retirement Readiness (RR) management team and performs managerial, supervisory and technical work related to RR operations and applications, overseen by the SOS unit. This unit is responsible for managing RR projects, including the scheduling system and the retirement benefit calculators, identifying business requirements, testing system functions against the business requirements, and coordinating the deployment of the system or application to RR staff. This position is in West Sacramento and requires up to 15% travel.

% 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.
	ESSENTIAL FUNCTIONS
25%	Plan, coordinate, and manage SOS staff in RR. Responsible for evaluating, directing and administering the unit work processes. Oversee the development and maintenance of unit's detailed processes, procedures and workflow documentation, as well as promote and oversee related continuous improvement activities. Ensure unit processes and procedures are documented and regularly updated. Explore new ways of conducting business which increase efficiency and effectiveness. Monitor, evaluate and coach employee performance. Address personnel and performance management matters.
25%	Research and plan technical projects, such as RR systems' enhancements and fixes, based on division needs, related vendor software maintenance requirements and other related considerations. Manage technical projects to include leadership and decision making. Develop action plans and timelines for assigned initiatives/projects; manage resource allocation, expenditure planning and projections. Guide and assist staff in preparing complex issue papers, business cases, project updates and Enhancement Requests for RR projects. Oversee the division's SharePoint efforts, including the development of policies, procedures and governance.
15%	Consult RR managers and staff to determine division needs and business requirements for related software applications. Collaborate with RR management team and Technology Services partners to achieve goals. Participate in required meetings and stay informed of proposed business application system maintenance and downtime and oversee communication with RR managers and staff.
10%	Oversee and lead the efforts in the development of the RR Strategic and Business plan and related activities with RR management team and units to develop annual measures, quarterly dashboards and reports for all RR program/unit areas. Manages efforts for gathering demographic data, member survey data and member related reporting for Cost Effectiveness Measurement, Customer Service Performance Review and, on an as needed basis, for all RR programs and education efforts.
10%	Responsible for operations management within RR. Manages RR HR liaison activities, including the hiring process, HR documentation needing management approval and collaboration with Talent Acquisition analysts. Oversee the submission of timesheets for the division ensuring proper compliance with HR for processing. Ensures compliance with the records retention policy. Maintains risk matrix for the division. Identifies risks and takes actions to reduce risks.
10%	Oversee the division's Business Continuity Plan and the division's participation in the annual business continuity/disaster recovery exercise. Duties include planning, scheduling, training, development, and workload distribution.

5%	**MARGINAL FUNCTIONS** Represent the division or branch on cross-functional project teams. Provide supervisory support as needed for other units within the division.

COMPETENCIES

Core Competencies. All employees are responsible for understanding and demonstrating CalSTRS' core competencies:

- Adaptability/Flexibility
- Communication
- Customer/Client Focus
- Teamwork
- Work Standards/Quality Orientation

Classification Competencies. All employees are expected to understand and demonstrate their position's CalSTRS class competencies located in the Competency Guide on Central.

CONDUCT AND ATTENDANCE EXPECTATIONS

- Communicate effectively with individuals from varied experiences, perspectives, and backgrounds.
- Deal with individuals in a tactful, congenial, personable manner
- Must maintain consistent and regular attendance
- Adhere to CalSTRS policies and procedures
- Support and model CalSTRS Core Values

WORKING CONDITIONS AND PHYSICAL ABILITIES REQUIRED OF THE JOB

- Prolonged periods of sitting.
- This position will be required to travel 15% of the time. Occasional overnight travel.
- Work in a high-rise building, office setting with low partitions in an open space environment.
- Ability to use a computer keyboard and mouse and read from computer screens several hours a day.
- Ability to talk on the telephone for extended periods using a headset.
- Work hours may be various, such as shift work, weekends, evenings and holidays.

Responsible for promoting a safe and secure work environment free from discrimination, harassment, inappropriate conduct, or retaliation by adhering to CalSTRS' policies and processes. Responsible for participating in mandated HR or EEO training workshops (i.e. Sexual Harassment, EEO, etc.).

To be reviewed and signed by the supervisor and employee:

SUPERVISOR'S STATEMENT:

- I HAVE DISCUSSED THE DUTIES AND RESPONSIBILITIES OF THE POSITION WITH THE EMPLOYEE
- I HAVE SIGNED AND RECEIVED A COPY OF THE DUTY STATEMENT

SUPERVISOR'S NAME (Print)	SUPERVISOR'S SIGNATURE	DATE SIGNED

EMPLOYEE'S STATEMENT:

- I HAVE DISCUSSED THE DUTIES AND RESPONSIBILITIES OF THE POSITION WITH MY SUPERVISOR
- I HAVE SIGNED AND RECEIVED A COPY OF THE DUTY STATEMENT
- I AM ABLE TO PERFORM THE ESSENTIAL FUNCTIONS LISTED WITH OR WITHOUT REASONABLE ACCOMMODATION
- I UNDERSTAND THAT I MAY BE ASKED TO PERFORM OTHER DUTIES AS ASSIGNED WITHIN MY CURRENT CLASSIFICATION, INCLUDING WORK IN OTHER FUNCTIONAL AREAS AS BUSINESS NEEDS REQUIRE

EMPLOYEE'S NAME (Print)	EMPLOYEE'S SIGNATURE	DATE SIGNED