CALIFORNIA DEPARTMENT OF HUMAN RESOURCES

Duty Statement
Department of Human Resources
State of California

☒ Current ☐ Proposed

Classification Title	**Division/Unit**
Supervisor I	Administrative Services Division
Working Title	**HQ Designation**
Human Resources Transactions Supervisor	CalHR Sacramento
Position Number	**Date Prepared**
363-100-4800-007	10/27/2026
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 direction of the Supervisor II, the Supervisor I supervises, trains, and evaluates Senior Personnel Specialists and Analyst II staff responsible for personnel, payroll, and benefit transactions within the California Department of Human Resources (CalHR) Human Resources Office (HRO). The HRO serves CalHR, the State Personnel Board (SPB), Government Operations Agency (GovOps), Office of Digital Innovation (ODI), Cradle to Career (C2C), Lieutenant Governor's Office (LTG), and California Citizens' Compensation Commission (CCCC). The Supervisor I fosters effective working relationships, resolves sensitive issues, ensures quality customer service, monitors staff performance, ensures policy compliance, oversees payroll operations, and improves processes for accuracy and efficiency. Duties include, but are not limited to, the following:

Job Functions

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

An itemized listing of the specific job duties and the percentage of time spent on each separate and distinct task, with essential and marginal functions identified. Percentages must be listed in descending order and must equal 100.

Percentage	(O) / (V)	Essential Job Duties
40%	E/OV	Direct, oversee, plan, and supervise the work of staff. Coordinate and conduct weekly meetings with Transactions Unit staff and

		training sessions as needed. Ensure staff have the necessary tools and resources to perform their duties effectively and efficiently. Monitor performance, review/audit work, identify gaps or deficiencies in knowledge or skill, and provide feedback to staff on performance through the use of probation reports, individual development plans, work improvement discussions, merit salary adjustments, and corrective actions. Review and approve employee schedule requests and ensure adequate coverage. Audit work to ensure that it is processed in adherence to the Payroll Procedures Manual (PPM), Memorandums of Understanding, Personnel Action Manual (PAM), State Administrative Manual (SAM), CalHR Manual, and the California Code of Regulations. Review and monitor all payroll-related processes to ensure that all items are processed accurately, timely, and in accordance with applicable laws, rules, policies, and procedures. Monitor Requests for Personnel Action (RPAs) and Exit Clearances to ensure they are processed timely and accurately. Develop, review, and provide recommendations to improve, implement, and streamline processes, procedures, practices, and delivery of services by monitoring the effectiveness and providing critical feedback to staff and management. Identify and implement process improvements, including digitizing manual processes and developing electronic workflows, to improve efficiency, accuracy, consistency, and service delivery. Develop and maintain a tracking mechanism to monitor the status of salary advances, suspended transactions, accounts receivable, retroactivity reports, and periodic position control reports. Review and analyze the State Controller's Office (SCO) Retroactivity Report to identify discrepancies, monitor outstanding items, coordinate necessary corrections, and ensure timely resolution of payroll retroactivity issues. Identify irregularities and take appropriate action.
25%	E/OV	Oversee the monthly processing of timesheets to ensure they are processed timely and leave balances are maintained correctly in the California Leave Accounting System (CLAS). Oversee leave-of-absence programs, including the Family and Medical Leave Act (FMLA) and the California Family Rights Act (CFRA). Coordinate applicable disability and Paid Family Leave (PFL) benefits, payroll, and leave accounting to ensure consistent and timely processing of related actions. Act as the departmental administrator for Tempo Timekeeping, monitoring system-related issues and resolving Tempo Timekeeping errors to support accurate timekeeping and payroll processing. Monitor the establishment and cancellation of garnishments and the monthly release of garnishment warrants to payees. Review and monitor the collection of salary advances and accounts receivable to ensure departmental processes are adhered to and monies owed to the department are collected timely. Review and ensure information in all control agency directives and policies (e.g., Pay Letters) is communicated with staff timely. Complete a Monthly Audit Checklist for each direct report, documenting work audited on each roster.
20%	E/OV	Act as a technical expert and advisor to management, supervisors, analysts, and departmental employees on personnel, payroll, appointments, separation, leave accounting, and other transactions-related issues. Work closely with HRO management

		on determining and disseminating pertinent information to CalHR staff, and the staff of CalHR's customer agencies. Advise on effective courses of action for resolving complex payroll, appointment, leave accounting, separation, and retirement issues. Serve as the primary contact with the State Controller's Office (SCO), and the California Public Employees' Retirement System on all payroll and personnel-related matters. Coordinate and oversee departmental myCalPERS enrollment error resolution activities by researching, correcting, tracking, and resolving enrollment errors. Collaborate with appropriate staff and CalPERS representatives as needed and monitor outstanding cases to ensure accurate employee retirement enrollment records and timely resolution. Review myCalPERS notifications and distribute as necessary. Serve on the California State Payroll System Project's Department/Agency Readiness Team, on behalf of CalHR and our customer agencies.
10%	E/OV	Interview and assist in the hiring process of new employees for the Transactions Unit. Monitor and control timely submission of weekly, monthly, and quarterly reports. Serve as the Security Monitor and departmental liaison to SCO for CalHR and customer agencies.
Percentage	**(O) / (V)**	**Marginal Job Duties**
5%	M/OV	Attend and participate in various forums. Perform other duties consistent with the Supervisor I classification as assigned.

Supervision Received

The Supervisor I reports directly to and receives the majority of assignments from the Supervisor II; however, direction and assignments may also come from the Chief People Officer

Supervision Exercised

The Supervisor I directly supervises Senior Personnel Specialist and Analyst II staff.

Special Requirements/Desirable Qualifications

- Experience as a supervisor, lead person and/or with training lower level staff and developing or revising training materials;
- Experience developing, implementing, and/or streamlining personnel services processes including, but not limited to: onboarding and offboarding, retirement, timekeeping, benefits administration, etc.;
- Experience processing disability management transactions (Non-Industrial Disability Insurance (NDI), State Disability Insurance (SDI), Industrial Disability Leave (IDL));
- Experience in human resources related work;
- Experience working with control agencies: SPB, CalHR, SCO, CalPERS
- Experience analyzing situations and adopting effective course of action
- Ability to work cooperatively with others;
- Ability to exercise excellent judgment;
- Ability to communicate effectively and professionally both orally and in writing when dealing with the public, employees, staff, and all levels;
- Knowledge of and experience performing human resources functions, including payroll, time recording, and benefits.
- Ability to motivate staff and encourage team support;
- Experience with and ability to research, interpret, and apply Personnel State laws, rules, regulations, bargaining unit provisions, as well as departmental policies and procedures and develop or revise policy and procedures;

- Detail oriented and organized, with the ability to multi-task and handle shifting priorities;
- Computer proficiency, including various software programs including Microsoft Office suite, SCO, and CalPERS;
- Ability to demonstrate a positive attitude and a commitment to provide quality service that is accurate, timely, and exceeds our customers' expectations;
- Demonstrated ability to maintain confidentiality of sensitive personnel related work
- Ability to create and promote an equitable, inclusive, and accessible workplace where diversity is celebrated and valued. CalHR employees are expected to model and support CalHR Core Values.

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**