**CALIFORNIA COASTAL COMMISSION**

**DUTY STATEMENT**

**MANAGEMENT SERVICES TECHNICIAN**

**EMPLOYEE NAME:**  TBD

**WORKING TITLE:** Human Resources Assistant

**WORK UNIT/DIVISION:** Human Resources Office

**LOCATION:** San Francisco

**DATE OF APPOINTMENT:** TBD

**CBID:** R01

**TENURE/TIMEBASE:** Permanent/Full-time

**BASIC FUNCTION**

Under general supervision of the Personnel Supervisor II, the Management Services Technician (MST) performs a wide variety of human resources services support tasks demonstrating initiative, independence of action, good judgment and an understanding of applicable civil service rules and Commission procedures. The incumbent is expected to have a good understanding of the human resources functions in relation to the Coastal Commission and the San Francisco Bay Conservation and Development (BCDC) as a whole.

The incumbent is also expected to: competently follow general work instructions; standardized practices and procedures; regularly perform a variety of the most difficult duties; and consistently exercise a high degree of initiative, independence, judgment, and originality in performing assigned duties and delegated special tasks. Typically the work of this level is rarely reviewed. Incumbent may assist in training less experienced clerical staff.

The incumbent must have strong organizational skills, communication skills, computer skills and work well with others.

**ESSENTIAL FUNCTIONS**

**Employment Processes – 30%**

Maintain an effective tracking system for probationary reports, Individual Development Plan (IDP), Notice of Personnel Action (NOPA), MSA, Range Change, etc. Send forms to the appropriate staff in a timely manner. Maintain and keep up-to-date employee rosters by submitting the form STD607 to SCO in a timely manner (if required), updating the roster cards, as appropriate and printing/updating the Personnel Action Report (PAR). Maintain the Official Personnel Folders (OPF) by filing documents in the appropriate subfolders using established office standards, conducting regular audits for any misfiled documents, and adhering to the established records retention schedule.

Provide AO1 verification when requested by state agencies. Complete verifications of employment (VOE) via phone or in writing, as appropriate. Schedule and conduct OPF file reviews when requested.

**Benefits – 20%**

Assist employees with general questions regarding benefits. Process various benefit forms through the appropriate portals. Provide extensive support in administering the annual open enrollment period for benefits.

**Leave Balance Tracking - 25%**

Maintain the leave balance databases (CLAS & Tempo) by reviewing timesheets thoroughly and approve or reject them, as appropriate. Through a monthly audit process, work with the Personnel Supervisor II to ensure accuracy of leave usage and balances after the data is keyed and processed. Maintain time sheets for records management in accordance with Records Retention Schedule. Research and assist in the resolution process if a leave usage/accrual discrepancy is discovered. Assist employees and/or supervisors regarding questions with filling out their timesheets in Tempo.

**Reception – 10%**

Monitor the HR main telephone line and respond to inquiries in a timely manner. Check the voicemail on a regular basis and clear messages, as appropriate. Monitor the HR general email inbox, respond to messages or direct them to the appropriate staff.

**Other Responsibilities include, but are not limited to – 5%**

* File personnel documents, as assigned.
* Mail – open, date-stamp and distribute.
* Maintain supplies including office supplies (paper, toners, service calls, etc.), volunteer packets, new employee packets, new Commissioner packets, etc.
* Fax, duplicate, collate, and distribute human resources material as necessary.
* Set up and maintain office files and file materials.

## Environmental Justice, Equity, Diversity, and Inclusion – 5%

* Participates in tasks, trainings, outreach, and other activities that support implementation of the agency’s Justice, Equity, Diversity and Inclusion (JEDI) plan, which aims to create an inclusive workplace that allows staff from diverse backgrounds to thrive and improves agency outreach and public engagement. For example, this may include attending quarterly JEDI calls, sitting on interview panels, contributing to, or attending staff trainings on, JEDI issues such as on implicit bias, presenting at outreach events at locations with greater diversity, and providing input on hiring practices.

**SUPERVISION EXERCISED OVER OTHERS**

Does not supervise. May be asked to act as lead or be a mentor to a new employee.

**KNOWLEDGE, SKILLS & ABILITIES**

Knowledge of public outreach and communications strategies; basic accounting; modern office methods, technologies, and procedures. Examination and Leave Balance input and data quality.

Ability to: Work effectively as part of a team; provide administrative support for a range of projects and activities; verbally communicate complex information to the public; communicate effectively and maintain positive relationships via email and on the phone; database management system processes; develop work plan priorities; manage workload; maintain good working relationships with coworkers.

**CONSEQUENCE OF ERROR/RESPONSIBILITY FOR DECISIONS**

Poor quality work and errors in judgment reflect badly upon the Human Resource Services unit and upon the Commission, create additional work for other team members, and hinder the Commission’s ability to carry out the examination and hiring processes. Delays and appeals can result from improper communications or processing. Inaccurate data input to Examination and Leave Balance databases can cause significant problems

**PUBLIC AND INTERNAL CONTACTS**

Extensive contact with internal Commission employees and the public.

**PHYSICAL, MENTAL AND EMOTIONAL REQUIREMENTS**

* Ability to use a computer several hours a day.
* Ability to lift up to 30 pounds.
* Required to maintain a valid Defensive Driver’s Training card if operation of a State vehicle is needed to perform work.

**WORK ENVIRONMENT**

Prolonged periods of sitting

Work in a high-rise building in downtown San Francisco

I certify that this duty statement represents an accurate description of the essential functions of this position.

SHERRY ZABALA DATE

I have read this duty statement and agree that it represents the duties I am assigned.

DATE