

☒ Current ☐ Proposed

Classification Title Staff Services Manager I (Specialist)	Division/Unit Administration Unit
Working Title Human Resources Consultant & Business Partner, Office of Digital Innovation	IT Domain (if applicable)
Position Number 363-100-4800-004	Effective Date
Name Vacant	Date Prepared October 16, 2020

CalHR Mission and Vision

The California Department of Human Resources (CalHR) is responsible for all 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 Vision: To be the premier leader and trusted partner in innovative human resources management.

Our Mission: To provide exceptional human resources leadership and services with integrity, respect and accountability to state departments and all current and prospective employees.

General Statement

Under the general direction of CalHR's Chief of Administration, the Staff Services Manager I (Specialist) will serve as a creative and strategic Human Resources Consultant and Business Partner to the Office of Digital Innovation's (ODI) executive management and business leaders on matters pertaining to talent management, employee relations, the employee experience, policy formulation and interpretation, organizational design, and organizational effectiveness. This position serves as a subject matter expert and independently performs the most difficult and challenging human resources and talent management functions. The incumbent will play a vital role in translating organizational needs and priorities into innovative talent management outcomes.

Duties include, but are not limited to, the following:

Job Functions

[Essential (E) / Marginal (M) Functions]:

50% Human Resources Consultant & Business Partner (E)

- Oversee the execution of the talent acquisition lifecycle process from advertisement/sourcing to selection/onboarding. Plan and facilitate consultation meetings with executive management and business leaders to establish recruitment objectives, develop the recruitment strategy, and define recruitment metrics (e.g., recruitment timeline, viable talent pool, satisfaction with the recruitment process, etc.).

- Partner with ODI, CalHR, and GovOps leadership to provide strategic advisement in the development of ODI's recruitment, workforce, succession management, and organizational restructure plans.
- Identify and recommend thoughtful and effective strategies to promote diversity and equity in talent acquisition, talent development, engagement, and retention.
- Administer Career Executive Assignment (CEA) examinations and assist in the development of examination instruments (e.g., Statement of Qualifications (SOQ) or Qualifications Appraisal Panel (QAP) interview, etc.). Develop, review, and audit CEA examination files to improve the examination process and to ensure compliance with applicable laws, rules, and regulations. Develop the CEA project workplan and coordinate the selection of subject matter experts (SMEs) and examination panel members. Prepare correspondence regarding examination candidates' status (e.g., acceptance notices, rejection notices, pass/fail notices). Respond to CEA examination appeals after conducting a thorough and objective investigative review, analysis, and discussing findings with CalHR's Chief of Administration.
- Assist ODI's Chief of Administration and executive management in coordinating the development of CEA and Exempt Position Request proposals.
- Serve as a SME and advisor to executive management and business leaders on complex matters such as exceptional allocations, resolving salary compaction, establishing new positions, reclassifying positions, Hire-Above Minimum (HAM) requests, and assessing the impact of reorganizations on position allocations. Review Requests for Personnel Action (RPA) to ensure the requisite documents are included and satisfy regulatory and control agency requirements. Analyze position justifications, duty statements, and organizational charts to ensure conformance with the classification specification and allocation guidelines (if applicable).
- Advertise position vacancies and CEA examinations using the Examination and Certification System (ECOS). Evaluate candidates' applications to determine if candidates meet minimum qualification requirements for examination and/or hiring purposes, this entails advising executive management and business leaders on appropriate course of action and next steps.
- Provide technical guidance and consultation to executive management and business leaders on developing interview questions, screening criteria, and supplemental application questions that are lawful, objective, and appropriate for the position and classification.

20% Employee-Employer Relations (E)

- Collaborate with CalHR's Chief of Administration to provide ODI's executive management and business leaders with actionable employee-employer relations solutions to achieve desired outcomes and guide effective business decisions.
- Provide consultation to executive management and business leaders regarding the steps in the progressive discipline process. Recommend effective performance management techniques and employee-employer relations best practices to promote and foster a positive, inclusive, productive, and engaging work environment.
- Conduct investigations of alleged policy violations, inappropriate conduct, disciplinary actions, grievances, and merit issue complaints.
- Assist ODI's Chief of Administration in structuring and conducting entrance, retention, and exit interviews to improve the onboarding experience, boost retention, and reduce turnover.

15% Special Projects, Policy Analysis, & Process Improvements (E)

- Manage various special project assignments through the application of project management principles and best practices.
- Engage and influence key stakeholders through the facilitation of process improvement consultation meetings.

- Conduct a gap analysis of ODI's talent management policies, processes, and procedures. Formulate actionable recommendations to bridge those gaps moving forward.
- Consult with CalHR's Business Process Improvement Office (BPIO) to review business processes, define process improvement strategies, and identify barriers to effective implementation.

10% Human Resources Coach & Mentor (E)

- Serve as a coach and mentor to staff in CalHR's Human Resources Office. Consult with CalHR's Chief of Human Resources to assess employees' training and professional development needs.
- Contribute to the design, development, implementation, and evaluation of employees' training and professional development plans.
- Provide continuous coaching and mentoring through a strengths-based lens. Provide meaningful and actionable feedback using a growth mindset approach.
- Support the Chief of Human Resources' team building and team development efforts.

5% Marginal Functions

- Perform other duties appropriate for the Staff Services Manager I (Specialist) allocation.
- Participate in activities that contribute to professional growth and development.
- Perform ad hoc research and analysis on a wide range of human resources/talent management related topics.
- Respond to inquiries from Department of General Services (DGS) fiscal services staff on matters pertaining to position control, payroll headers, budget drills, and the annual reconciliation of the State Controller's Office's (SCO) Schedule 7A and Schedule 8.
- On occasion and when the need arises, serve as a back-up to CalHR's Chief of Human Resources.

Supervision Received

The Staff Services Manager I (Specialist) reports to CalHR's Chief of Administration (CEA, Level A) and will receive functional guidance from CalHR's Chief of Human Resources (Staff Services Manager II).

Supervision Exercised

This is a non-supervisory position. The incumbent will support CalHR's Chief of Human Resources in training, developing, and mentoring clerical staff, Staff Services Analysts (General), Associate Personnel Analysts, and Senior Personnel Specialists.

Special Requirements / Desirable Qualifications

The duties of this position are performed indoors. The employee's workstation is located at 1515 "S" Street building and is equipped with standard or ergonomic office equipment, as appropriate. Travel may be required to attend meetings or training classes.

This position has a Conflict of Interest designation and requires disclosure of economic interests (Form 700). The incumbent is expected to demonstrate professional and ethical conduct that is reflective of CalHR's mission, vision, and core values.

Working Conditions

The employee regularly works in an indoor and climate-controlled office setting under artificial light. Based on departmental or operational needs, this position may be required to work remotely. Occasional travel may be required to attend offsite meetings, conferences, and training classes. May sit for an extended period using a keyboard and video display terminal.

COVID-19 Consideration:

The health and safety of our employees, colleagues and their families are of the utmost importance. In response to the COVID-19 pandemic, and with management's approval, the incumbent may work a flexible work schedule (including potential remote work opportunities).

Attendance

Must maintain regular and acceptable attendance at such level as is determined at the Department's sole discretion. Must be regularly available and willing to work the hours the Department determines are necessary or desirable to meet its business needs.

I have read and understand the duties listed above and I can perform these duties with or without reasonable accommodation.* (If you believe reasonable accommodation 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 Personnel analyst.)

**A Reasonable accommodation 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 his or her 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 Printed 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 Printed Name	Date