

Current Proposed

Classification Title Staff Services Manager, Supervisor	Division/Unit Selection Division
Working Title Examination Validation and Maintenance Manager	IT Domain (if applicable)
Position Number 363-840-4800-XXX	Effective Date 08/01/2021
Name	Date Prepared 07/19/2021

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 the Staff Services Manager II, Selection Services Program Manager, the Staff Services Manager I, (SSMI Sup.), Exam Validation and Maintenance Manager, is responsible for overseeing the work of a small team in the Selection Services Program (SSP). This position is the first-level of management in SSP and responsible for supervising and coaching a small team of analysts in varied and complex personnel selection projects, including: examination maintenance; first-level examination technical support; examination programming and user acceptance testing (UAT) and multiple SSP inboxes oversight, ensuring accurate and timely responses. Duties include, but are not limited to:

Job Functions

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

35% Analyst Oversight and Development (E)

Responsible for the oversight of the day-to-day operations of the Examination Validation and Maintenance team in the Selection Services Program (SSP) of the CalHR Selection Division. Supervise and develop Exam Validation and Maintenance Analysts with appropriate coaching, and mentoring while identifying training opportunities for improved staff performance and job satisfaction. Review analysts' work product for accuracy and consistency. Evaluate analyst workload, and further develop analysts by partnering them with SSP Senior Exam Consultants, ECOS, and IT units for stretch assignments. Evaluate employee performance by providing timely feedback and recognition, including

creating probationary and performance appraisal reports. Ensures staff are adequately trained and perform within merit selection examination standard operating processes.

25% Exam Validation and Maintenance (E)

Ensures team responds timely to exam validation or maintenance issues. Develops and documents the maintenance and validation standard operating procedures, exam programming and user acceptance testing (UAT), as well as minimum qualifications determination, formulization, and programming. Identifies tools and tracking mechanisms to gather metrics on examinations being administered by CalHR. Documents all exam maintenance and validation issues for training purposes and as a way to proactively identify recurring and systemic issues. Ensures the examinations CalHR administers are valid and free of adverse impact through regular and planned testing. Communicates findings verbally and in writing to management including recommendations for improvement and/or correction.

20% Customer Relations

Acts as the technical expert for all examination validation and maintenance issues. Addresses first level escalations on all exam maintenance issues. Ensures all stakeholder communication is current, accurate, and consistently written using CalHR Writing Guide standards. Communicates examination issues to all appropriate stakeholders, including department exams teams, IT, and other units in the Selection Division. Represents SSP in IT and ECOS meetings to resolve the most complex examination complications.

15% Process Improvements (E)

Identifies process improvements opportunities for selection services; participates in quality innovations in the examination development, validation, and maintenance processes; develops procedures to enhance the quality and efficiency of the examination process; communicates selection and examination issues and implements resolution.

5% Other (M)

May act as backup to the Selection Services Program Manager (SSMII) or the Customer Service and Outreach Manager, SSMI. Other duties as assigned.

Supervision Received

The Examination Validation and Maintenance Manager (SSMI, Sup.) reports directly to the Staff Services Manager II, Selection Services Program Manager. Direction and assignments may also come from the Selection Division Assistant Chief.

Supervision Exercised

The Staff Services Manager I (Supervisor) supervises three Associate Personnel Analysts and one Staff Services Analyst.

Special Requirements / Desirable Qualifications

Selection Division Technical Core:

- *Job analysis knowledge and practical expertise* – The successful Examination Validation and Maintenance Manager is a subject matter expert who seeks to expand their knowledge and applied skills as represented in the extant job analysis scientific literature. This includes, but is not limited to, understanding how technology can be used to improve job analysis efficiency, common errors in job analysis and how to avoid, ways to streamline job analysis procedures while maintaining validity, and using job analysis data to improve other critical

HR functions like performance appraisal or workforce planning etc.

- *Assessment knowledge and practical expertise* – The successful Examination Validation and Maintenance Manager is a subject matter expert who seeks to expand their knowledge and applied skills as represented in the extant assessment scientific literature. This includes, but is not limited to, understanding the fundamentals of Classical Test Theory (CTT) and Item Response Theory (IRT) including item writing, scale development, reliability, validity, item analysis procedures, and measurement error. Additionally, the successful SEC works to understand (and apply) how technology can be used to improve assessment development and delivery.
- *Selection Laws, Rules, Policies, Procedures (LRPP)* – The successful Examination Validation and Maintenance Manager is a subject matter expert who seeks to expand their knowledge, understanding, and practical application of the State of California’s legal infrastructure for personnel selection. This includes, but is not limited to, Government Code, California Code of Regulations, the Selection Manual, and other relevant policies and procedures.

Additionally, the successful Examination Validation and Maintenance Manager is a subject matter expert who seeks to expand their development in the following areas:

- *Interpersonal skills* – conflict resolution, effective team behavior, adaptability, resilience, and helping behaviors
- *Communication skills* – clear and concise verbal and written, presentation skills, meeting facilitation skills, and the ability/skill to engage customers
- *Dependability* – punctual, meets deadlines, follow established Selection Services Program procedures, and manages time and schedule effectively
- *General business acumen* – honest, ethical, systemic thinking, thoughtfully decisive, and conscientious

Working Conditions

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.

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