

Current Proposed

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| Classification Title Labor Relations Manager II | Division/Unit Labor Relations Division |
| Working Title Senior Operations Manager | IT Domain (if applicable) |
| Position Number 363-300-9539-002 | Effective Date |
| Name | Date Prepared June 1, 2023 |

CalHR Mission and Vision

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 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 Deputy Director of Labor Relations or designee, and as a team member with the Labor Relations Officers (exempt positions), the Labor Relations Manager II (Senior Operations Manager) oversees the day-to-day activities of a team of labor relations professionals and analytical professionals within the Labor Relations Division (LRD). The Senior Operations Manager oversees staff engaged in providing technical labor relations guidance and support to departmental labor relations staff. This position also takes a leadership role in addressing complex statewide labor relations activities in cooperation with other managers and stakeholders in the other divisions within CalHR. This position is also responsible for representing State management under the Ralph C. Dills Act during all phases of the collective bargaining process by preparing for and participating in negotiations and all facets of contract administration activities. Duties include, but are not limited to, the following:

Job Functions

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

| Percentage (%) | (E) or (M) | Job Duties |
|----------------|------------|---|
| 35% | (E) | Provides liaison and oversees labor relations and analytical staff providing policy direction to State departments on matters concerning State labor-management relations. Provides project management for specific projects and task force studies, overseeing and evaluating the final product before submission to appointees. Provides the highest-level staff expertise for specific projects and task force studies. Provides highest level staff work on various labor relations |

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| | | <p>projects. Drafts/reviews formal correspondence to employee organizations and state departments. Develops policies and procedures for CalHR, the Labor Relations Division and statewide labor relations activities. Develops program monitoring systems to track and monitor workload and/or workflow. Makes recommendations for process improvements for maintaining the work of the division as well as the work of the State. Compiles and prepares data and draft responses to information requests or directs staff in such activities. Identifies and writes procedures to guide statewide labor relations activities. Develops, facilitates, and evaluates various labor relations trainings.</p> |
| 30% | (E) | <p>Serves as project manager for the daily assignment, tracking, and coordination of all dispute resolution mechanisms (grievances, unfair practices, litigation, and other appeals). Provides direction, review, and assistance to staff on labor relations assignments, including grievance responses. In coordination with the assigned Labor Relations Officers, may research, draft, and review grievance responses, arbitration summaries for grievances elevated to arbitration, boards of adjustment, or other review processes. Participates and leads grievance conferences with departments and/or respective labor organizations. Participates and leads meetings and training sessions with departments and/or respective labor organizations. Develops creative solutions for resolving the most complex grievances and unfair labor practices. Makes recommendations to the Deputy Director regarding the development of program proposals, enhancements or changes to existing programs and the implementation of new programs.</p> |
| 30% | (E) | <p>Maintains an ongoing familiarity with current labor relations issues and shares information with both management and staff to ensure consistent application of policy, practices, and procedures. Provides oversight and independent direction for program work in response to statutory requirements, administration direction, and collective bargaining agreements. Ensures the coordination of labor relations policies and/or directives with other CalHR divisions and operations.</p> <p>Represents the State in the administration and interpretation of collective bargaining agreements by providing expert advice, counsel, and training to state departments. Chairs labor/management meetings on various topics as required. Attends various meetings as the designated representative of the LRD. Drafts and analyzes various proposals. Assists with working with other control agencies to implement proposals. Conducts the most complex legislative bill analyses and summaries or directs staff in such activities. Assists with responses to Public Record Act requests or directs staff in such activity. Assists and trains staff on completion of contracts and other related documents for website posting.</p> |
| 5% | (M) | <p>Other duties as assigned.</p> |

Supervision Received

The Labor Relations Manager II (LRM II) reports directly to and receives the majority of assignments from the Deputy Director of Labor Relations, or designee; however, direction and assignments may also come from the Labor Relations Officers, the Assistant Chief of Labor Relations or the Director of CalHR.

Supervision Exercised

The LRM II directly supervises the LRM I/SSM II and indirectly supervises LRD labor relations and analytical staff. The LRM II is the project lead over grievance and unfair practice processing, legislation, Public Record Act responses, special projects, and other topics as assigned. On complex projects the LRM II may serve as coordinator, team leader or a leader over multi-disciplinary staff. The LRM II may also serve as team leader over Departmental labor relations staff. The LRM II supervises staff training, development, monitoring of work, and completes annual performance appraisals, and other human resources processes or documentation.

Special Requirements / Desirable Qualifications

- Ability to prioritize and ensure deadlines are met
- Ability to be flexible while working in a fast-paced environment with a broad range of staff, multi-tasking and re-directing job focus when needed
- Ability to demonstrate good judgment
- Ability to confidently and effectively communicate through written and oral communication
- Ability to analyze data and business processes, draw sound conclusions, and present strong recommendations
- Ability to work independently and within a team environment
- Ability to maintain professionalism at all times, and especially during times of conflict (e.g., hard negotiations or workplace disputes)
- Ability to deliver sensitive information in a professional manner
- Ability to maintain confidentiality
- Strong customer service and interpersonal skills
- Strong organizational, project management, and time management skills
- Proficiency in designing, planning, and implementing policies, procedures and workflow processes
- Proficiency in Microsoft Office 365, specifically Word, Excel, Outlook, Power Point, SharePoint and Teams
- Proficiency in English grammar, punctuation and proofreading for publication of materials
- Political acumen

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. This position allows for partial remote work opportunities on a consistent schedule as approved by management. Travel may be required to attend meetings or training classes.

Statewide travel is required to attend other departments and institutions, including prisons, and various locations for collective bargaining negotiations, contract administration, meetings, training classes or other labor relations functions. Ability to operate standard office equipment such as, but not limited to; a personal computer (desk top or lap top models), paper shredder, basic calculator, document system (copier, facsimile, imaging), ability to move materials up to 35 pounds, and sit for long periods of time while in negotiations. Ability to meet tight timelines/deadlines under stress, communicate effectively, have a keen ability to pay attention to details, be flexible to changing work assignments and timelines/deadlines with short notice, and work long hours when required during negotiations.

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 RA Coordinator.)

*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 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 Printed Name | Date |
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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 |
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Current Proposed

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| Classification Title Staff Services Manager III | Division/Unit Labor Relations Division |
| Working Title Senior Operations Manager | IT Domain (if applicable) |
| Position Number 363-300-4802-xxx | Effective Date |
| Name | Date Prepared June 1, 2023 |

CalHR Mission and Vision

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 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 Deputy Director of Labor Relations, or designee, and as a team member with the Labor Relations Officers (exempt positions), the Staff Services Manager III (Senior Operations Manager) oversees the day-to-day administrative activities of a team of labor relations professionals and analytical professionals within the Labor Relations Division (LRD). The Senior Operations Manager oversees staff engaged in providing technical labor relations guidance and support to departmental labor relations staff. This position also takes a leadership role in addressing complex statewide labor relations activities in cooperation with other managers and stakeholders in the other divisions within CalHR. Duties include, but are not limited to, the following:

Job Functions

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

| Percentage (%) | (E) or (M) | Job Duties |
|----------------|------------|--|
| 35% | (E) | Oversees labor relations and analytical staff providing policy direction to State departments on matters concerning State labor-management relations. Provides project management for specific projects and task force studies, overseeing and evaluating the final product before submission to appointees. Provides the highest-level staff expertise for specific projects and task force studies. Provides highest level staff work on various labor relations projects. Drafts/reviews formal correspondence to employee organizations and state departments. Develops policies and procedures for CalHR, the Labor Relations |

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| | | Division (LRD) and statewide labor relations activities. Develops program monitoring systems to track and monitor workload and/or workflow. Makes recommendations for process improvements for maintaining the work of the division as well as the work of the State. Compiles and prepares data and drafts responses to information requests or directs staff in such activities. Identifies and writes procedures to guide statewide labor relations activities. Develops, facilitates, and evaluates various labor relations trainings. |
| 30% | (E) | Serves as project manager for the daily assignment, tracking, and coordination of all dispute resolution mechanisms (grievances, unfair practices, litigation, and other appeals). Provides direction, review, and assistance to staff on labor relations assignments, including grievance responses. In coordination with the assigned Labor Relations Officer, may research, draft, and review grievance responses, arbitration summaries for grievances elevated to arbitration, boards of adjustment, or other review processes. Participates and leads meetings and training sessions with departments and/or respective labor organizations. Makes recommendations to the Deputy Director regarding the development of program proposals, enhancements or changes to existing programs and the implementation of new programs. |
| 30% | (E) | Maintains an ongoing familiarity with current labor relations issues and shares information with both management and staff to ensure consistent application of policy, practices, and procedures. Provides oversight and independent direction for program work in response to statutory requirements, administration direction, and collective bargaining agreements. Ensures the coordination of labor relations policies and/or directives with other CalHR divisions and operations. Attends various meetings as the designated representative of the LRD. Assists with working with other control agencies to implement proposals. Conducts the most complex legislative bill analysis and summaries or directs staff in such activities. Assists with responses to Public Record Act requests or directs staff in such activity. Assists and trains staff on completion of contracts and other related documents for website posting. |
| 5% | (M) | Other duties as assigned. |

Supervision Received

The Staff Services Manager III (SSM III) reports directly to and receives the majority of assignments from the Deputy Director of Labor Relations, or designee; however, direction and assignments may also come from the Labor Relations Officers, the Assistant Chief of Labor Relations or the Director of CalHR.

Supervision Exercised

The SSM III directly supervises the LRM I/SSM II and indirectly supervises LRD labor relations and analytical staff. The SSM III is the project lead over grievance and unfair practice processing, legislation, Public Record Act responses, special projects, and other topics as assigned. On complex projects the SSM III may serve as coordinator, team leader or a leader over multi-disciplinary staff. The SSM III may also serve as team leader over Departmental labor relations staff. The SSM III supervises staff training, development, monitoring of work, and completes annual performance appraisals, and other human resources processes or documentation.

Special Requirements / Desirable Qualifications

- Ability to prioritize and ensure deadlines are met
- Ability to be flexible while working in a fast-paced environment with a broad range of staff, multi-tasking and re-directing job focus when needed
- Ability to demonstrate good judgment
- Ability to confidently and effectively communicate through written and oral communication
- Ability to analyze data and business processes, draw sound conclusions, and present strong recommendations
- Ability to work independently and within a team environment
- Ability to maintain professionalism at all times, and especially during times of conflict (e.g., hard negotiations or workplace disputes)
- Ability to deliver sensitive information in a professional manner
- Ability to maintain confidentiality
- Strong customer service and interpersonal skills
- Strong organizational, project management, and time management skills
- Proficiency in designing, planning, and implementing policies, procedures and workflow processes
- Proficiency in Microsoft Office 365, specifically Word, Excel, Outlook, Power Point, SharePoint and Teams
- Proficiency in English grammar, punctuation and proofreading for publication of materials
- Political acumen

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. This position allows for partial remote work opportunities on a consistent schedule as approved by management. Travel may be required to attend meetings or training classes.

Statewide travel is required to attend other departments and institutions, including prisons, and various locations for collective bargaining negotiations, contract administration, meetings, training classes or other labor relations functions. Ability to operate standard office equipment such as, but not limited to; a personal computer (desk top or lap top models), paper shredder, basic calculator, document system (copier, facsimile, imaging), ability to move materials up to 35 pounds, and sit for long periods of time while in negotiations. Ability to meet tight timelines/deadlines under stress, communicate effectively, have a keen ability to pay attention to details, be flexible to changing work assignments and timelines/deadlines with short notice, and work long hours when required during negotiations.

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 RA Coordinator.)

*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 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 Printed Name | Date |
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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 |
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