



HOW WILL YOU SPEND YOUR FUTURE?

PROPOSED

CURRENT

DUTY STATEMENT

EFFECTIVE DATE

BRANCH Administrative Services	POSITION NUMBER (Agency – Unit – Class – Serial) 815 - 261 - 4801 - xxx
DIVISION/UNIT Human Resource/Organizational Development	CLASS TITLE Staff Services Manager II (Supervisory)
INCUMBENT NAME	WORKING TITLE Organizational Change Manager

CalSTRS is dedicated to securing the financial future and sustaining the trust of California’s educators through customer service, accountability, leadership, strength, trust, respect, and stewardship.

Under the direction of the Staff Services Manager III the Staff Services Manager II, is responsible for the management and direction of the Organizational Change Management (OCM) Team to apply a change management model with varying degree of change initiatives in a fast-paced environment.

% of time performing duties	Indicate the duties and responsibilities assigned to the position and the percentage of time spent on each. Group related tasks under the same percentage with the highest percentage first.
35%	<p>ESSENTIAL FUNCTIONS</p> <p>Manage, direct and act as expert advisor to the Organizational Change Management (OCM) team and change management methodology. Collaborate with internal and external stakeholders to provide strategic direction, advise and deliver change management products on various inquires and request. Manage and direct the CalSTRS Organizational Change Management Program, including the support of strategic, enterprise-wide change management initiatives. Lead staff in facilitating structured and intentional deployment of change management strategies, building change management capacity and capability, and provide methodologies, standards, practices, and framework to institutionalize change management. Create an aligned network and system to facilitate organizational readiness in response to change, promote long-term agility and cultural values of the organization, and consult in the design and development of key change management initiatives for critical organization projects that have enterprise-wide impacts to programs, policies, and processes.</p>
30%	<p>Conduct ongoing performance measurement of OCM effectiveness. Build and maintain partnership with key stakeholders across CalSTRS, including but not limited to incorporate OCM activities into the planning and execution of change initiatives. Partner with OCM Practitioners to identify issues, risks, and escalates to the OCM Sponsor, if needed. Champion use of OCM approach throughout CalSTRS. Ensure OCM repository, framework, tools, templates, and training materials are maintained and enhanced as appropriate. Coordinate, plan, organize, and direct the work of OCM staff. Establish performance standards and expectations by conducting probationary reviews, annual performance reviews, corrective and disciplinary actions, and training to enhance personal growth. Establish unit goals and priorities and monitor progress; and distribute and assign projects and other workload within available resources. Ensure staff receives the training necessary, mandatory and non-mandatory training, for staff development and personnel growth. Prepare for and attend internal staff and management meetings.</p>
25%	<p>Provide ongoing knowledge transfer and professional development of OCM practitioners to keep up with industry trends relating to OCM. Provide subject matter expertise and thought leadership through consulting and use evidence-based best practices to cultivate results. Establish, monitor, and report on various data analytics to CalSTRS senior leadership. Analyze data to identify areas of opportunity to improve processes and strategies in support of CalSTRS strategic and business planning goals.</p>
5%	<p>Monitor, respond, maintain, and assign requests, as needed, received through the OCM Mailbox. Ensure customers receive a professional and timely response.</p>
5%	<p>MARGINAL FUNCTIONS</p> <p>Represent the Human Resources division through participation and contribution to organization-wide initiatives and teams. Performs other duties, including but not limited to; interviewing and hiring job applicants; attends staff meetings, training, conferences, and seminars to maintain knowledge of OCM practices and methodologies.</p>

COMPETENCIES

Core Competencies. All employees are responsible for understanding and demonstrating CalSTRS’ core competencies:

- Adaptability/Flexibility
- Communication
- Customer/Client Focus
- Teamwork
- Work Standards/Quality Orientation

Classification Competencies. All employees are expected to understand and demonstrate their position's CalSTRS class competencies:

- Decision Making
- Diagnostic Information Gathering
- Ethics & Integrity
- Influencing Others
- Influencing Others
- Interpersonal Skills for Relationship Building
- Planning and Organizing
- Professional and Personal Development
- Technical/Professional Knowledge and Skills
- Thoroughness

CONDUCT AND ATTENDANCE EXPECTATIONS

- Communicate effectively with individuals from varied experiences, perspectives and backgrounds
- Deal with individuals in a tactful, congenial, personable manner
- Must maintain consistent and regular attendance
- Adhere to CalSTRS policies and procedures
- Ability to support and model CalSTRS Core Values

WORKING CONDITIONS AND PHYSICAL ABILITIES REQUIRED OF THE JOB

- Occasional travel to various locations for training and/or meetings
- Prolonged periods of standing or sitting
- Work in a high-rise building, in an open space environment
- Ability to use a computer keyboard several hours a day
- Read from computer screens several hours a day

Responsible for promoting a safe and secure work environment free from discrimination, harassment, inappropriate conduct, or retaliation by adhering to CalSTRS' policies and processes. Responsible for participating in mandated HR or EEO training workshops (i.e. Sexual Harassment, EEO, etc.).

To be reviewed and signed by the supervisor and employee:

SUPERVISOR'S STATEMENT:

- I HAVE DISCUSSED THE DUTIES AND RESPONSIBILITIES OF THE POSITION WITH THE EMPLOYEE
- I HAVE SIGNED AND RECEIVED A COPY OF THE DUTY STATEMENT

SUPERVISOR'S NAME (Print)

SUPERVISOR'S SIGNATURE

DATE SIGNED

EMPLOYEE'S STATEMENT:

- I HAVE DISCUSSED THE DUTIES AND RESPONSIBILITIES OF THE POSITION WITH MY SUPERVISOR
- I HAVE SIGNED AND RECEIVED A COPY OF THE DUTY STATEMENT
- I AM ABLE TO PERFORM THE ESSENTIAL FUNCTIONS LISTED WITH OR WITHOUT REASONABLE ACCOMMODATION
- I UNDERSTAND THAT I MAY BE ASKED TO PERFORM OTHER DUTIES AS ASSIGNED WITHIN MY CURRENT CLASSIFICATION, INCLUDING WORK IN OTHER FUNCTIONAL AREAS AS BUSINESS NEEDS REQUIRE

EMPLOYEE'S NAME (Print)

EMPLOYEE'S SIGNATURE

DATE SIGNED