

**DUTY STATEMENT**

Employee Name:	Position Number: 580-120-4800-009
Classification: Staff Services Manager I	Tenure/Time Base: Permanent/Full-Time
Working Title: Classification and Certification Manager	Work Location: 1615 Capitol Avenue, Sacramento, CA 95814
Collective Bargaining Unit: S01	Position Eligible for Telework (Yes/No): Yes
Center/Office/Division: Human Resources Division	Branch/Section/Unit: Talent Acquisition and Analysis Branch/Classification and Certification Section/Classification and Certification Analysis Unit C

All employees shall possess the general qualifications, as described in California Code of Regulations Title 2, Section 172, which include, but are not limited to integrity, honesty, dependability, thoroughness, accuracy, good judgment, initiative, resourcefulness, and the ability to work cooperatively with others.

This position requires the incumbent to maintain consistent and regular attendance; communicate effectively (orally and in writing) in dealing with the public and/or other employees; develop and maintain knowledge and skill related to specific tasks, methodologies, materials, tools, and equipment; complete assignments in a timely and efficient manner; and, adhere to departmental policies and procedures.

All California Department of Public Health (CDPH) employees perform work that is of the utmost importance, where each employee is important in supporting and promoting an environment of equity, diversity, and inclusivity, essential to the delivery of the department's mission. All employees are valued and should understand that their contributions and the contributions of their team members derive from different cultures, backgrounds, and life experiences, supporting innovations in public health services and programs for California.

### **Competencies**

The competencies required for this position are found on the classification specification for the classification noted above. Classification specifications are located on the [California Department of Human Resources' Job Descriptions webpage](#).

### **Job Summary**

This position supports CDPH's mission and strategic plan by providing consultation on hiring and other personnel management related activities.

The Staff Services Manager (SSM) I supervises and directs a team of professional and technical staff responsible for providing service to CDPH's programs in meeting their staffing needs, while upholding the State's classification plan and merit system. The SSM I also works in close partnership with other staff within the Human Resources Division (HRD) on matters of mutual concern and to provide quality

service to CDPH programs.

The incumbent works under the general direction from the Chief of the Classification and Certification Section.

### Special Requirements

- Conflict of Interest (COI)
- Background Check and/or Fingerprinting Clearance
- Medical Clearance
- Travel:
- Bilingual: Pass a State written and/or verbal proficiency exam in
- License/Certification:
- Other:

### Essential Functions (including percentage of time)

- 30% Provides staff direction and guidance in all aspects of merit based hiring to ensure consistent interpretation and application of the State Personnel Board (SPB) and the California Department of Human Resources (CalHR) laws, rules, and systems. Monitor staff workload and progress to ensure goals and deadlines are met. Organize and monitor staff resources and develop implementation plans to effectively respond to workload fluctuations. Regularly monitors and reviews CDPH's automated Request for Personnel Action (RPA) using the Online Appointment and Separation Information System (OASIS) and CalHR's Examination and Certification Online System (ECOS) to ensure compliance with all applicable laws, rules, policies, and procedures.
- 25% Provides direction and guidance to staff in the completion of classification projects and assignments such as determining position allocations; approving organizational structures; verifying candidate eligibility including minimum qualifications determinations and the withhold process; making alternate range determinations; reviewing Hire Above Minimum requests; completing classification and salary studies; preparing board items and pay differential proposals; reviewing and responding to merit issue complaints and out-of-class grievances; conducting desk audits; processing and approving RPAs, CalHR delegation, unlawful appointments, Career Executive Assignments and Exempt appointments, procedure development, etcetera; researches complex classification and certification issues in order to provide management with options and recommendations.
- 20% Provides consultation and direction to programs regarding classification issues such as reorganizations, position allocation, duty statements, the recruitment and hiring process, and out-of-class assignments. Assists in identifying alternative solutions to meet programs' operational needs. Ensures excellent customer service and accurate information are provided to programs and other internal or external customers.
- 20% Monitors and evaluates staff performance. Provides staff ongoing feedback and complete employee performance appraisals in a timely manner. Promptly identifies, addresses, and resolves employee performance issues. Identifies staff training needs and/or opportunities for

improved performance and job satisfaction. Continuously builds and maintains effective communication and collaborative relationships with staff, management, customers, and internal or external stakeholders. Consistently and effectively mentors, coaches, and trains staff in the development of their knowledge of CDPH, and the systems and resources utilized to perform their work.

**Marginal Functions (including percentage of time)**

5% Performs other work-related duties as required.

I certify this duty statement represents an accurate description of the essential functions of this position. I have discussed the duties and have provided a copy of this duty statement to the employee named above.

I have read and understand the duties and requirements listed above and am able to perform these duties with or without reasonable accommodation. (If you believe reasonable accommodation may be necessary, or if unsure of a need for reasonable accommodation, inform the hiring supervisor.)

Supervisor’s Name:	Date	Employee’s Name:	Date
Supervisor’s Signature	Date	Employee’s Signature	Date

**HRD Use Only:**

Approved By: J.F.

Date: July 2024