

POSITION DUTY STATEMENT

DFPI-HRO 203 (Rev. 08-21)



NAME TBD	EFFECTIVE DATE TBD
CLASSIFICATION TITLE Staff Services Manager II (Supervisory)	POSITION NUMBER 410-111-4801-004
WORKING TITLE Personnel Management and Training Manager	DIVISION/OFFICE/UNIT/SECTION Administration/Human Resources Office/Personnel Management and Training
BARGAINING UNIT S01	GEOGRAPHIC LOCATION Sacramento

General Statement: Under the general direction of the Staff Services Manager III, Chief of Human Resources, the Staff Services Manager II (Supervisory) is responsible for the administration of the Department's Employee Relations, Payroll, Transactions, Benefits, and Training programs for the department. This includes monitoring work progress, establishing priorities, researching and advising staff on departmental policies, and reviewing memos and reports for accuracy, format, and clarity. This position requires a broad knowledge and understanding of California civil service laws and rules and State and departmental policies and procedures. It also requires the ability to communicate effectively with all levels of management, both orally and in writing, and the ability to work effectively with staff of the California Department of Human Resources (CalHR), the State Personnel Board (SPB), and with departmental managers and supervisors. Incumbent works closely with the Chief of Human Resources in effectively addressing departmental issues. Duties include, but are not limited to, the following:

A. Specific Assignments [Essential (E) / Marginal (M) Functions]:

40% (E) As Manager of the Department of Financial Protection and Innovation (DFPI) Personnel Management and Training Section, the incumbent consults with and makes recommendations to executive staff, division managers and section supervisors regarding personnel appointments, position and vacancy rate, payroll processes, benefits administration, training, developing training plans, performance management, leave of absence, workers compensation, reasonable accommodation, and roles and responsibilities in order to be in compliant with SPB and CalHR laws, rules, regulations and best practices. Provides expertise and guidance to the most sensitive and complex personnel management and training issues. Develops personnel policies, procedures and practices in the areas of personnel management and training. Leads or participates in special projects relating to training plans, employee onboarding and offboarding, performance management, information systems, and strategic planning. Participates in interdepartmental task forces, conferences and training.

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40% (E) Establishes priorities, provides guidance, and evaluates development and performance. Ensures staff's consistent application of personnel policies, procedures and practices while meeting management's needs. Collaborates with managers to develop service level objectives and quality control measures. Provides training opportunities and cross-training experiences for the HR staff. Plans, organizes, directs and monitors the work of the HR office staff as they perform the following functions:

- **Performance Management:** Provides expertise and guidance to the most sensitive and complex performance management issues, including performance appraisals, preventative training measures, corrective counseling, and disciplinary actions. Develops personnel policies, procedures, and practices in the areas of performance management.
- **Health and Safety:** Maintains the Department's Health & Safety program and activities (Illness and Injury Prevention Program, Worker's Compensation, Return to Work, Reasonable Accommodation, Workplace Violence Prevention Program, and Ergonomics Program) Establishes policies, procedures, and practices in support of employee safety and health. Provides guidance and oversight of the interactive process, Fitness for Duty, and employer-initiated disability retirement or medical terminations.
- **Training:** Develops training plans that align training and development activities with strategic goals and objectives. Designs, facilitates, and provides in-house training based on departmental needs, mandates, laws, rules, and regulations. Advises and consults with upper-level management to develop training strategies. Measures and reports the effectiveness of training programs through use of surveys and Individual Development Plans. Responsible for ensuring compliance of required mandatory trainings for DFPI employees, prepare reports and updates as needed.
- **Payroll and Benefits:** Provides consultation to staff in the interpretation and application of all laws, rules, policies, and procedures pertaining to payroll documentation and personnel transactions issues. Supervises the development of departmental policies and procedures for implementation of new transactions-related programs, such as the State Disability and Non-Industrial Disability leave programs, Family Medical Leave Act, personal leave program, alternate work schedules and other new and developing programs.

10% (E) Acts for the Chief of Human Resources in their absence and represents them in meetings with executive staff, supervisors, employees, and employee representatives. Performs other duties as required.

10% (M) Performs special projects and other related duties.

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B. Supervision Received

The Staff Services Manager II (Supervisory) reports directly to and receives the majority of assignments from the Staff Services Manager III; however, direction and assignments may also come from the Administration Deputy (CEA), as well as the Executive management staff.

C. Supervision Exercised

2 SSM I (Supervisor), 3 Associate Personnel Analysts, 5 Associate Government Program Analyst, 2 Staff Services Analyst, and 4 Personnel Specialists.

D. Administrative Responsibility

The incumbent performs the full range of supervisory and management duties, including, but not limited to: interpret and adhere to policies, rules, laws, regulations, and bargaining unit contracts; provide direction and guidance regarding work assignments and daily work activities to ensure timely completion of assignments; review work and evaluate performance of staff by providing regular feedback and completing timely probationary reports, annual performance appraisals, and individual development plans; monitor employee performance and, if necessary, utilize progressive discipline principles and procedures; complete personnel documentation and utilize the competitive hiring process; and approve or deny administrative requests including leave, overtime, travel, and training.

E. Personal Contacts

The Personnel Management and Training Section Manager has daily contact with all levels of Department personnel, as well as representatives from other State agencies, including control agencies, unions, and the general public.

F. Actions and Consequences

The actions of the incumbent have a direct bearing on the success, integrity and legality of the Department's Human Resources management and labor relations programs.

G. Working Conditions/Physical Requirements

Works primarily onsite, with 1 day of telework available in an office setting in the Sacramento Area.

Frequently:

- Sitting at a desk, in a chair, and in front of a computer screen.
- Moving/walking about the office and standing or sitting during in meetings.
- Using a multi-line telephone console or a cordless telephone with headset.
- Utilizing MS Teams to connect with HRO and DFPI staff during remote working.
- Bend (neck and waist), squat, kneel, and twist (neck and waist).

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- Perform repetitive hand motion, simple grasping, fine manipulation, pushing and pulling with right and left hands.

Occasionally:

- Reaching (above and below shoulder level).
- Traveling via private or public transportation (i.e., driving automobile, airplane, etc.) including overnight travel inside California may be required.
- Lifting and carrying up to 20 pounds.

H. Other Information

Knowledge of: Applying principles and practices of public personnel management; labor relations; telework; procurement; employee relations and performance evaluation; principles, practices, and trends of public administration, and organization and management.

Skill in: Applying principles and practices of public personnel management.

Ability to: Reason logically and creatively and utilize a variety of analytical techniques to resolve complex governmental and managerial problems; develop and evaluate alternatives; analyze data and present ideas and information effectively both orally and in writing; consult with and advise administrators or other interested parties on a wide variety of subject-matter areas; act as a team leader; and use business and government standard software/computer, office equipment and specified essential computer resources.

CONFLICT OF INTEREST

This position is subject to Title 10, § 250.30 of the California Code of Regulations, the Department of Financial Protection and Innovation’s Conflict of Interest Regulations, the incumbent is required to submit a Statements of Economic Interests (Form 700) within 30 days of assuming office, annually by April 1st and within 30 days of leaving office.

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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 Health & Safety analyst.)

Employee Signature Date

Employee's Printed Name, Classification

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 Date

Supervisor's Printed Name, Classification