

Current Proposed

Classification Title Staff Services Manager I (Supervisory)	Division/Unit Selection Division/ECOS
Working Title ECOS Consultation Manager	HQ Designation CalHR Sacramento
Position Number 363-850-4800-003	Date Prepared Click or tap here to enter text.
Name Click or tap here to enter text.	Effective Date Click or tap here to enter text.

CalHR Mission, Vision, and Values

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 Mission: To serve as the trusted advisor to our strategic partners and the public, providing exceptional human resource services and guidance in developing a diverse and inclusive workforce.

Our Vision: Shaping California’s future of public service excellence with fair and equitable employment opportunities and a diverse, engaged workforce.

CalHR Core Values: People Centric, Leadership, Accountability, DEIA, Integrity, and Transparency.

General Statement

Under the general direction of the Staff Services Manager II, the Staff Services Manager I(Supervisory) oversees the Examination and Certification Online System (ECOS) Consultation Team. The incumbent and their team provide technical guidance to departments and other Selections Division (SD) teams. The incumbent works cooperatively with the ECOS Business Team and other SD teams to provide customer service to Departmental HR Programs and End Users throughout California.

Job Functions

[Essential (E) / Marginal (M) Functions] conducted [Onsite (O) / Virtually (V)]:

An itemized listing of the specific job duties and the percentage of time spent on each separate and distinct task, with essential and marginal functions identified. Percentages must be listed in descending order and must equal 100.

Percentage	(O) / (V)	Essential Job Duties
40%	OV	Provide Technical Support in ECOS, supervise team of consultants engaged in the consultation with user departments. Set and disseminate clear performance expectations to staff. Monitor subordinate performance and workloads, intervening as necessary to ensure the continuity of excellent customer service. Train and develop subordinate staff to build a knowledgeable and capable

		<p>team. Provide technical support of the various aspects of ECOS. Participating the tracking or System Requirements, defects, and change requests, to facilitate management of the implementation of system developments. This tracking management includes prioritization, User Acceptance Testing (UAT), regression testing and implementation process. Writing technical documentation, including but not limited to reports, transitional guides and materials, and the creation/modification of specifications. Assess and analyze business requirements for complex and highly sensitive processes. Independently identify and/ or lead staff in identifying issues and resolving them, including process improvement, problem identification, documenting recommendations or known issues, and facilitating completion of troubleshooting and improving processes. Independently conduct and/or lead staff through conducting research and formulating recommendations and solutions for complex business cases. Must build and maintain relationships with Business and IT teams to facilitate successful communication.</p>
25%	OV	<p>Provide System Consultation, Security & Training Services Provide technical selection, consultation, and training services to departmental managers and program staff of more than 160 departments and the public. Proactively seek out and implement new ways to provide more efficient services. Provide policy guidance and interpretation of laws, rules, and regulations regarding the selection field. Provide consultation regarding the technical and administrative feasibility of various selection strategies. Apply knowledge of California State Civil Service Merit system laws and rules, including examination and certification policies and procedures, standards, and guidelines for state hiring. Develop appropriate training curriculum and guidance material related to selections' processes. Conduct training for various selections topics, with a focus on system supported processes.</p>
15%	OV	<p>Maintain and Develop Business Expertise Assist in the development of SD staff on ECOS functionality to prepare them to succeed in their positions. Serve as a mentor to other business staff and ensure that knowledge transfer is addressed. Attend training, seminars, webinars, and self-directed training sessions to maintain proficiency in relevant technology, trends, and industry best practices..</p>
10%	OV	<p>Transition the Day-to- Day Operations with ECOS implementations Collaborate with the ECOS business team to support phases of ECOS implementation. Assess workload and timeframes for tasks in conjunction with the implementation of the various phases of the ECOS project. Evaluate and recommend internal process improvements, creating necessary documentation. Regularly identify risks and issues, and develop mitigation plans to ensure successful transition.</p>
Percentage	(O) / (V)	Marginal Job Duties
10%	OV	<p>Marginal Functions Represent Division at meetings, various task forces, focus groups, conferences, and hearings. Make presentations to various organizations associated with selection activities. Act in manager's absence, as needed.</p>

Supervision Received

The Staff Services Manager I (Supervisory) reports directly to the Staff Services Manager II; however, direction and assignments may also come from the Assistant Chief Staff Services Manager III as well as the Chief, Selection Division (C.E.A).

Supervision Exercised

The Staff Services Manager I (Supervisory) directly supervises Associate Personnel Analyst and Staff Services Analyst classifications.

Special Requirements/Desirable Qualifications

Travel may be required to attend meetings or training classes. Selection Division Technical Core: The successful Staff Services Manager I actively pursues 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 SSP procedures, and manages time and schedule effectively General business acumen – honest, ethical, systemic thinking, thoughtfully decisive, and conscientious

CalHR employees are expected to model and support CalHR Core Values.

Working Conditions

The duties of this position are performed indoors at the 1515 “S” Street building. The employees’ workstation is equipped with standard or ergonomic office equipment, as appropriate.

To promote collaboration, team cohesion, and employee development, CalHR operates on a hybrid schedule in accordance with both Statewide and CalHR’s Telework Policies.

Attendance

Employees must maintain regular and acceptable attendance, as determined solely by the Department. They must be regularly available on-site or virtually and willing to work the hours deemed necessary or desirable to meet the Department’s business needs.

Employee Acknowledgement

I have read and understand the duties listed above and I can perform these duties with or without reasonable accommodation (RA). * (If you believe an RA 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.)

*An RA 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 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 Name	Date