



# Controller Betty T. Yee

## California State Controller's Office

Applicants with disabilities who need reasonable accommodations, such as a Sign Language interpreter, a reader, or assistance attending an interview please call (916) 323-8579.

**Position:**

(296) Staff Services Manager I  
(Supervisory)

**Position #:**

051-550-4800-031

**Salary Range:**

\$6,124 - \$7,608

**Issue Date:**

10/15/2020

**Contact:**

Elisa Wong (916) 464-6055

**Location:**

Unclaimed Property Division  
10600 White Rock Road  
Rancho Cordova, CA 95670

**Final Filing****Date:**

10/28/2020

Individuals who are currently in this classification, or are eligible for lateral transfer or promotion, or are reachable on a certification list may apply.

For permanent positions, SROA and surplus candidates should attach "surplus letters" to their application. Failure to do so may result in your application not being considered.

**Submit application package electronically via your CalCareers account or to address below:**

State Controller's Office  
Human Resources Office  
ATTN: Classification Unit - CN  
300 Capitol Mall, Ste. 300  
Sacramento, CA 95814

**Application package must include all the required documents. Mailed application package must include either ARF #55 or Position #051-550-4800-031 in the job title section. Application received without this information may be rejected.**

**FREE PARKING**

Looking for a job that you can feel passionate about? Looking for work in an inviting work environment? If you are interested in working in a fast-paced environment surrounded by enthusiastic and self-motivated people, then look no further! The Office of the State Controller (SCO) is the destination Constitutional employer within the State of California.

The following link outlines a summary of benefits available to state employees:

<https://www.calhr.ca.gov/Pages/California-State-Civil-Service-Employee-Benefits-Summary.aspx>

Applications will be screened and only the most qualified will be interviewed. Application must include "to" and "from" employment dates (m/d/y), hours per week, and prior employer contact information including contact number. Applications received without this information may not be considered for this position.

**Special Instructions: SOQ is required and should be no more than 2 pages in length, 12 point Arial font, and should address the following:**

1. Describe your knowledge and work experience relating to the interpretation and application of laws, rules and regulations as they relate to the duties of this position.
2. Describe in your own words what performance management means to you.
3. Detail your experience in communicating, via all communication options, with executive level staff indicating the highest level of staff you have communicated with.

**Scope of Position:**

The selected candidate considered for the advertised position will be required to undergo a fingerprint clearance and any offer of employment will be contingent upon live scan fingerprint results. Under the general direction of the Staff Services Manager II, the incumbent is responsible for providing supervision and guidance to analytical and technical administrative support staff performing personnel functions. The incumbent will act as front line supervisor and subject matter specialist in the areas of personnel administration. The incumbent will develop new processes to achieve division objectives in the most effective and efficient manner and monitor activities to ensure compliance with goals and policies. Duties include, but are not limited to, the following:

**Duties and Responsibilities:**

(Candidates must perform the following functions with or without reasonable accommodations.)

- 1 Supervise and provide guidance to Administrative Support staff responsible for all division-level personnel transaction activity including new hire paperwork, payroll, appointments, separations, benefit enrollment, certification lists, and related activity. Evaluate workload and assign resources to ensure projects are completed timely and accurately. Ensure the division's hiring process and practices comply with all federal and state rules and regulations. Ensure the integrity of information released to potential applicants and to internal customers. Ensure customer service provided is helpful, courteous, and professional.
- 1 Provide consultative services to managers, supervisors, and senior level staff regarding Human Resources issues. Provide direction to supervisors and managers in handling discipline issues to ensure actions are consistent, appropriate, timely, and fair.
- 1 Maintain, support and incorporate effective personnel management practices in all aspects of managing and supervising staff. This includes timely preparation of probation reports, employee evaluations, and training needs.
- 1 Act as a member of the Division's management team, participating in developing division policy and procedures.
- 1 Work collaboratively with the Human Resources Office and/or Equal Employment Opportunity Office, in handling the more complex personnel issues. Conduct workplace investigation interviews at the direction of the Division Chief and/or Human Resources Office.

**Desirable Qualifications:**

- 1 Knowledge of principles and trends of personnel administration, including the state hiring process, disciplinary actions, collective bargaining, personnel services, planning, program evaluation, and other related areas;
- 1 Strong supervisory skills with ability to give positive and negative feedback;
- 1 Demonstrated ability to act independently with flexibility and tact;
- 1 Excellent communication skills;
- 1 Strong interpersonal and multitasking skills;
- 1 Excellent organization, research and analytical skills with attention to detail;

- 1 Ability to work well with changing assignments and priorities;
- 1 High level of independence and initiative;
- 1 Good judgment;
- 1 Organized in managing work and meeting deadlines;
- 1 Experience in Microsoft Word, Excel, Visio, Access, and Power Point;
- 1 Good attendance and ability to work long hours when required;
- 1 Able to work within a management team environment.

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*The State of California is an equal opportunity employer to all, regardless of age, ancestry, color, disability (mental and physical), exercising the right to family care and medical leave, gender, gender expression, gender identity, genetic information, marital status, medical condition, military or veteran status, national origin, political affiliation, hair style and texture, race, religious creed, sex (includes pregnancy, childbirth, breastfeeding and related medical conditions), and sexual orientation. Rev. 02/2020*