



Classification: Staff Services Manager I (Specialist)
Title: EEO, Labor Relations, and Training Officer
Permanent, Full-Time
Salary: \$6,403.00 - \$7,954.00
Posted: October 5, 2021
Final Filing Date: October 15, 2021

The California Student Aid Commission (CSAC) is the principal state agency responsible for administering approximately \$3 billion in financial aid programs for students attending public and private universities, colleges, and vocational schools in California. Our mission is to make education beyond high school financially accessible to all Californians.

About the Program You'll Support

This position serves as the Commission's Equal Employment Opportunity (EEO), Labor Relations and Training Officer and is responsible for the Commission's training program, upward mobility, and workforce succession plans. The Equal Employment Opportunity (EEO) Office is responsible for ensuring the department has non-discriminatory employment policies and practices and provides equal employment opportunity to all job applicants and employees. The EEO Office is comprised solely of the EEO Officer. This position is the key advisor and resource for departmental executive management on all employee civil rights issues.

Highlights of the Job

We are searching for a self-motivated and skilled candidate with experience in the EEO, Labor Relations, and Training fields. If you have a strong background in Human Resources and thrive in a fast-paced environment, the EEO Officer position might be the right fit for you.

- Provides leadership and technical assistance regarding the EEO program, in addition to the Upward Mobility Program, Workforce Succession Plan, Labor Relations, and training program.
- Manages committees including the Disability Advisory Committee, Wellness Advisory and the Diversity, Equity, and Inclusion Committees.
- Manages the discrimination complaint system, performs investigations of complaints, and provides consultation and advisory services regarding outcomes of complaints to the Executive Director.
- Monitors and evaluates occupational areas to identify significant underutilization of employees by racial/ethnic, gender, and disability categories.
- Works directly with employee unions on labor relations related issues.
- Develops and conducts trainings for management and staff.
- Effectively manages multiple projects with competing priorities.

Preferred Qualifications

- Knowledgeable in the principles and practices of EEO, reasonable accommodation, labor relations, employee supervision, development, discipline, and training.
- Knowledge of Human Resources laws, rules, and regulations.
- Expert knowledge of investigatory practices and techniques.
- Excellent interpersonal, verbal, and written communication skills.
- Ability to exercise good judgment.
- Ability to demonstrate a high degree of professionalism, tact, dedication, initiative, and flexibility when dealing with multiple tasks, changing priorities, and all levels of staff.
- Strong organizational skills.
- Ability to work well independently and with others as part of a team.
- Ability to perform well under pressure on time-sensitive and high priority projects.

Statement of Qualifications

Candidates are required to submit a Statement of Qualifications (SOQ). The SOQ is a narrative discussion of how the candidate's education, training, experience, and skills relate to the primary duties of this position. See below for specifics. The SOQ should be typed in 12-point Arial font and be no more than two pages in length. A cover letter and/or résumé is not considered an SOQ. Please clearly state on your document "Statement of Qualifications."

Applications received without an appropriate SOQ, based on the instructions, will be rejected.

Please describe in detail your experience and background in the fields of:

1. Equal Employment Opportunity
2. Reasonable Accommodations
3. Labor Relations
4. Training

Who Should Apply

Interested individuals who meet the minimum and desirable qualifications and are eligible to be appointed to the Staff Services Manager I (Specialist) classification.

Applicants must have current list eligibility for appointment to this class, currently a State employee who has transfer eligibility (transfers must meet the minimum qualifications for the advertised class, per CCR Rule 250), or currently in a Staff Services Manager I (Specialist) position. Appointment is subject to SROA/Surplus provisions. SROA and Surplus candidates are encouraged to apply. Surplus candidates must submit a copy of their surplus status letter.

All applicants, regardless of the type of eligibility, must meet the Minimum Qualifications of the [Staff Services Manager I \(Specialist\)](#) classification. In addition, please attach all required supporting documents (i.e. transcripts/diploma, license, and/or required certificate) to your application.

Eligibility is determined by the completed information on your Std. 678 and/or résumé; please ensure applications and/or résumés contain completed information or your application may not be accepted.

How to Apply/Final Filing Date

Please reference **RPA #21-023, JC-271867, Position #270-730-4800-XXX**, Staff Services Manager I (Specialist), in the 'Job Title' section on the application, Std. 678.

Interested and qualified candidates must complete a State Examination/Employment Application (STD. 678), and Statement of Qualifications, submission of a résumé is optional. Applications and Statements of Qualifications must be submitted or postmarked by the final filing date of **October 15, 2021**. Electronic submission of applications and Statements of Qualifications may be completed through your CalCareer account at www.calcareers.ca.gov. Please contact the Personnel Office at (916) 464-8910 or email at Personnel@csac.ca.gov if you need assistance with the electronic application process.

Applications will be not be accepted by fax or e-mail. You may also submit your application in person or by mail at:

CA Student Aid Commission
P.O. Box 3210
Ranch Cordova, CA 95741-3210
Attn: HR-Recruitment

CA Student Aid Commission
11040 White Rock Road
Rancho Cordova, CA 95670
Attn: HR-Recruitment

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 identity, or expression, genetic information, marital status, medical condition, military or veteran status, national origin, political affiliation, race, religious creed, sex (includes pregnancy, childbirth, breastfeeding, and related medical conditions and sexual orientation of any person).

It is an objective of the State of California to achieve a drug-free workplace. Any applicant for state employment will be expected to behave in accordance with this objective because the use of illegal drugs is inconsistent with the law of the State, the rules governing civil service, and the special trust placed in public servants.

CALIFORNIA STUDENT AID COMMISSION

DUTY STATEMENT

Position Identification:

Employee Name:	Vacant
Classification:	Staff Services Manager I (Specialist)
Working Title:	EEO, Labor Relations and Training Officer
Position Number:	270-730-4800-XXX
Location:	Rancho Cordova
License/Other Requirement:	N/A
Date Prepared:	September 14, 2021
Effective Date:	TBD

Function (Summary of Responsibilities):

Under general direction of the Executive Director of the California Student Aid Commission, the incumbent serves as the department's Training, Equal Employment Opportunity (EEO), Labor Relations Officer and subject matter expert and is responsible for the Commission's training program, upward mobility, and workforce succession plans. The Staff Services Manager I (Specialist) (SSM I-Spec) provide leadership and guidance regarding EEO issues including review, investigation, and resolution of Civil Rights, EEO discrimination and sexual harassment complaints. The SSM I-Spec is also responsible for the oversight and the effectiveness of the bilingual services program, LEAP, and reasonable accommodation program, coordinated through Human Resources (HR).

Reporting Relationships:

The SSMI (Spec) reports directly to the Executive Director of the California Student Aid Commission and receives day-to-day direction from the Deputy Director of the Fiscal and Administrative Services Division.

Program Identification:

The California Student Aid Commission is responsible for administering financial aid programs for students attending public and private universities, colleges, and vocational schools in California. The Commission's central mission is to make education beyond high school financially accessible to all Californians.

The Fiscal and Administration Services Division is responsible for Accounting, Budgets, Business Services, Contracts, (HR) and Facilities Management.

Job-Functions:

Candidates must be able to perform the following essential functions with or without reasonable accommodations.

- 30% Ensures CSAC has a robust employee professional development program. Designs, develops, conducts, and implements the agency training program for staff. Develops curriculum and delivers a variety of leadership, analytical and soft skills training such as communications, interpersonal skills, business process improvement, and strategic planning. Develops and manages a learning management system in support of an employee development program. Creates and oversees strategies to ensure that all levels of staff are receiving the necessary and appropriate trainings through the use of a learning management system. Collects and analyzes data to periodically validate the relevance of leadership and staff development competencies and assessing competency-related training and development needs.
- 20% Serves as the department's technical resource on issues related to EEO and discrimination; counsels departmental line staff supervisors/managers on EEO laws, policies, and practices in order to diffuse or resolve potential complaints. Conducts discrimination complaint investigations and develops findings and recommendations in compliance with state and federal requirements; consults with and provides management briefings on issues related to EEO; and negotiates and recommends settlement agreements resulting from formal civil rights complaints or lawsuits. Coordinates, advises, and oversees the investigation, adjudication, and appeals systems for resolving complaints of alleged discrimination. Consults with management on disciplinary processes and procedures and assists with composition of disciplinary documents such as adverse actions. Independently exercises good judgment and formulates EEO policy recommendations; analyzes impact and makes recommendations related to legislative proposals and new legal mandates and develops departmental implementation plans.
- 20% Provides implementation, enforcement, and monitoring on the effectiveness of many EEO program components including Bilingual Services, LEAP, and Reasonable Accommodation programs carried out by Human Resources, and Health and Safety. Provides additional oversight and assistance where needed, to prevent discrimination and ensure compliance with state and federal statutes, regulations, and reporting requirements. Directly, acts as a liaison and facilitates collaboration with appropriate internal and external entities such as the CSAC legal office State Personnel Board (SPB), Department of Fair Employment and Housing, U.S. Department of Justice, and Office of Federal Contract Compliance on civil rights and accessibility issues. Performs annual workforce analysis for CSAC and coordinates with HR and departmental managers/supervisors on implementation, including use of the LEAP program and other recruitment and hiring practices related to employment of persons with disabilities. Coordinates annual survey and reporting on CSAC compliance with State and Federal language access requirements and works with HR and managers/supervisors on implementation; recommends departmental policy and practices related to language access. Serves as the agency Labor Relations Officer. Responsible for the management of the labor relations program, develops labor policies and oversees grievance procedures and complaints from employees and working with the unions to resolve issues.

- 15% Manages and oversees the department's upward mobility program and workforce succession plan. Develops upward mobility program requirements, training and processes, identification, and development of career ladders, working with HR, managers, and supervisors in implementation of program plans and reporting goals in compliance with State laws and State Personnel Board requirements. Develops a workforce succession plan to address short and long-term strategies for leadership and staff to ensure readiness for future professional opportunities.
- 10% Attends and participates in various management meetings and committees as needed, including but not limited to the Disability Advisory Committee, Wellness Advisory Committee, Diversity, Equity and Inclusion Committees, departmental ad hoc meetings, coordinates the state employee disability questionnaire and survey processes; compiles and issues reports, secures and coordinates mediation services, and performs other related duties as requested.

Non-Essential Functions

- 5% Other duties as required within class specifications.

ADA Requirement:

Alternatives will be provided for incumbents who are unable to perform the non-essential functions of the job due to a disability covered under the Americans with Disabilities Act.

Physical Requirements:

Ability to operate and utilize office machines required to perform work tasks, such as copiers, faxes, calculators, personal computer, etc. These job duties may require the incumbent to work under demanding conditions and irregular hours during peak periods. Requires sitting for long periods while using a personal computer or reviewing documents and working papers.

Working Conditions:

Employee's work is to be performed within an office environment, and is equipped with standard or ergonomic office equipment, as needed. Attend meetings in designated conference rooms and be willing to travel to off-site locations. Telework may also be performed.

Attendance:

Must maintain regular and acceptable attendance.

Signature:

By signing this document, I acknowledge that I have read and understand all the requirements and information above and will receive a copy of this duty statement.

Applicant/Employee Certification of Essential Functions: I certify that I possess essential personal qualifications including integrity, initiative, dependability, good judgment, and ability to work cooperatively with others, and a state of health consistent with the ability to perform the assigned duties as described above with or without reasonable accommodations. (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 Personnel Office).

Professional Conduct: As an employee of the California Student Aid Commission, I shall conduct business in a professional and ethical manner by demonstrating integrity, honesty, good judgement, courtesy, and respect at all times. I shall be sensitive to, and responsible for, the efficient, economical, and legal implementation of all business operations.

Employee Signature Date

Supervisor Signature Date

*Duties of this position are subject to change and may be revised as needed or required.