



Classification: Staff Services Manager II (Supervisory)
Title: Human Resources and Business Services Manager
Tenure and Time Base: Permanent, Full-Time
Salary: \$6,722.00 - \$8,352.00*
Posted: September 16, 2020
Final Filing Date: September 30, 2020

*Please note: Salaries do not reflect reductions arising from the COVID-19 pandemic. Information for actual reductions is available in the Human Resources Manual, Section 2113, Personal Leave Program (PLP) at [Human Resources Manual](#).

The California Student Aid Commission (CSAC), located in Rancho Cordova, 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 Commission's Programs

The Fiscal and Administrative Services Division is responsible for fiscal services, administrative/fiscal research, administrative operations, business services, contracting, and budgets. The Human Resources and Business Services Section is responsible for all Human Resource transactions, Procurements, Contracting, Facilities, records and asset management, and mail room functions. The Student Aid Commission is funded by the general fund, federal funds, state, and private reimbursements.

Highlights of the Job

Under the direction of the Deputy Director (CEA), Fiscal and Administrative Service Division, the employee will supervise the staff and operations of the Human Resources and Business Services Units including all Human Resource functions, procurement and contracts, building management and maintenance, records retention, asset management, mailroom functions, and the implementation of relevant Fi\$Cal functions within Business Services.

Preferred Qualifications

In addition to evaluating each candidate's relative ability, as demonstrated by quality and breadth of experience, the following factors will provide the basis for competitively evaluating each candidate:

- Excellent analytical skills.
- Excellent verbal and written communication skills.
- Ability to exercise good judgment, initiative, and creativity.

- Knowledge and experience with State Human Resources and Procurement.
- Knowledge and experience with Fi\$Cal as it pertains to Business Services functions.
- Excellent interpersonal, organization, and supervisory skills.
- 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.
- Possession of a valid California Driver's License and completion of a defensive driving course.

Statement of Qualifications

Candidates are required to submit a Statement of Qualifications (SOQ). The SOQ is a narrative discussion of how the candidates' education, training, experience, and skills qualify them for the position. The SOQ should be typed and no more than two pages in length. Please clearly state which document is the SOQ. A résumé is not considered an SOQ.

Applications received without an SOQ will be rejected.

Who Should Apply

Interested individuals who meet the minimum and desirable qualifications and are eligible to be appointed to the ***Staff Services Manager II (Sup)*** 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/an ***Staff Services Manager II (Sup)*** 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. Other methods of appointments will be considered, including Training & Development (T&D) Assignments.

All applicants, regardless of the type of eligibility, must meet the Minimum Qualifications of the ***Staff Services Manager II (Sup)*** 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 résumés; 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 #20-024, JC-216415, Position #270-734-4801-XXX, Staff Services Manager II (Sup)**, in the 'Job Title' section on the application, Std. 678.

Interested and qualified candidates must complete a State Examination/Employment Application (STD. 678), Statement of Qualifications, submission of a résumé is optional. Applications and Statements of Qualifications must be received or postmarked by the **final filing date of September 30, 2020**. Electronic submission of applications and Statements of Qualifications may be completed through your CalCareer account at www.jobs.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 **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
Rancho Cordova, CA 95741-3210
Attention: Personnel-Recruitment

CA Student Aid Commission
11040 White Rock Road
Rancho Cordova, CA 95670
Attention: Personnel-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 ORENTATION OF ANY PERSON.

IT IS AN OBJECTION 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 II (Supervisory)
Working Title:	Human Resources/Business Services Manager
Position Number:	270-734-4801-XXX
Location:	Rancho Cordova
License/Other Requirement:	N/A
Date Prepared:	September 4, 2020
Effective Date:	To be determined

Function (Summary of Responsibilities):

Under general direction of the Deputy Director (CEA), Fiscal and Administrative Services Division, the Chief of Human Resources and Business Services Section develops, directs, and empowers staff to ensure they are customer-focused innovators and problem solvers providing a high level of customer service and technical expertise in the delivery of Human Resources and Business Services. The incumbent provides program management and technical direction over payroll/benefits administration, classification and pay, examinations, recruitment and selection, progressive discipline, health and safety, labor relations, Worker's Compensation, position control, reasonable accommodation, employee assistance, return-to-work, Family Medical Leave Act, disability benefits, student employment, wellness, work and family programs, business services, building security, procurement and contracting, mailroom functions and asset/records management within the California Student Aid Commission. The SSM II plans, coordinates, directs, and evaluates, through subordinate supervisory staff, the Human Resources and Business Services needs of the Commission and ensures the Section is strategically aligned with the mission of the Commission and executive management.

Position must be knowledgeable in project management concepts and methodologies. Position will be tasked with serving as a Project Manager on various Commission wide projects geared towards the improvement of Programs and Commission processes and procedures.

Reporting Relationships:

Reports directly to the Deputy Director (CEA) of the Fiscal & 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 Administrative Services Division is responsible for fiscal services, administrative/fiscal research, administrative operations, business services, contracting, and budgets. The Human Resources and Business Services Section is responsible for all Human Resource transactions, Procurements, Contracting, Facilities, records and asset management, and mail room functions. The Student Aid Commission is funded by the general fund, federal funds, state, and private reimbursements.

Job-Functions:

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

- 25% Provide supervision, direction, and oversight to the professional and technical staff in the Human Resource and Business Services Section. Direct, plan, and organize the work of the two units; provide workload assignments, review work, and provide training as necessary to ensure staff success. Encourage and motivate staff; communicate on a regular basis with staff; conduct staff meetings as appropriate; establish performance expectations, complete probationary reports, and annual evaluations, take corrective actions as necessary, and promote continuous improvement. Monitor work of staff and report progress to management. Work with available resources to deliver high quality services and maintain cooperative working relationships with all other CSAC units, control agencies, outside entities, and State agencies. Research and resolve issues facing program workload and objectives while maintaining clear lines of communication between staff. Oversee and develop operations using the knowledge of state and federal laws, regulations, and guidelines. Assists in the development and implementation of administrative policies and procedures, identifies, and analyzes complex, sensitive, and emerging administrative problems and recommends appropriate courses of action. Provide technical assistance as needed, while completing or resolving the most complex or highly sensitive issues.
 - 20% Oversee staff and activities relating to building security, maintenance, health and safety, emergency response, and space planning of CSAC headquarters and any satellite offices. Oversee the functions associated with the CSACs Records Management Program and the Asset Management Program. Oversee the mailroom operations including the fulfillment activities associated with the National Voter Registration Act.
 - 20% Oversee staff performing the contract and procurement process for CSAC from the start to finish of a procurement inclusive of bidding, use of CMAS, writing RFOs, RFPs, RFIs and the resulting purchasing/contracting mechanism (STD 213, STD 65 or STD 210), contract monitoring and contract closure/records retention. Ensure staff has received the appropriate and mandatory training to assure compliance with laws, rules, and regulations relating to purchasing and contracts. Establish and maintain the CSAC Procurement Policy and Procedure Manual. Establish and maintain comprehensive procurement system to include updating policies and procedures per DGS, SCM GCs, and SAM, tracking systems, forms, and workflow.
- Oversee all staff and monitor progress of Fi\$Cal activities within the Business Services Unit. Ensure staff is meeting the reporting requirements and guidelines set forth by the DGS.

- 15% Oversee unit whose duties encompass workers compensation and other disability leave types, position classification, examinations, payroll, transactions, health and wellness, benefits, and training. Develop and enforce complex written policies and procedures at management direction and provide interpretation on HR related policies and procedures, CalHR and State Personnel Board laws, rules, and MOU provisions.
- 15% Provide advice and consultation to staff and management on the most difficult and sensitive employee performance issues, employer/employee relation issues and progressive disciplinary actions. Advise management and supervisory staff of their rights with reference to administering labor contracts. Advise management of appropriate application of labor contract provisions. Meet with Union representatives as necessary to resolve labor relations issues and to initiate changes in the Commission's policies. Consult, advise, and represent supervisors to resolve grievances with employees at the lowest level possible. Draft written grievance responses for signature within specified timeframes.

Non-Essential Functions

- 5% Perform other duties and projects at management's discretion. May make presentations at various meetings or before the Commission.

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.

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.