

## EDITED TASK LISTING

**CLASSIFICATION:**                     **STAFF SERVICES MANAGER I**                    

**NOTE:** *Each position within this classification may perform some or all of these tasks.*

<b>Task Statements</b>	
1.	Establish consistent performance standards and expectations for staff to ensure uniformity of products and services utilizing various resources (e.g., employee performance evaluations, policies, procedures, collective bargaining contracts, laws, rules, communication skills, etc.) as needed.
2.	Implement performance standards and expectations for staff to ensure uniformity of products and services utilizing various resources (e.g., employee performance evaluations, policies, procedures, collective bargaining contracts, laws, rules, communication skills, etc.) as needed.
3.	Plan the work activities of staff to provide quality services utilizing effective management skills/tools (e.g., communication, project management, workload tracking/monitoring, staff development, etc.) on a daily basis.
4.	Organize the work activities of staff to achieve operational efficiency utilizing effective management skills/tools (e.g., communication, project management, workload tracking/monitoring, staff development, etc.) on a daily basis.
5.	Direct the work activities of staff to ensure services are provided within parameters/timeframes, and met utilizing effective management skills/tools (e.g., communication, project management, workload tracking/monitoring, staff development, etc.) on a daily basis.
6.	Recognize the efforts and accomplishments of staff to promote morale and achieve operational efficiency utilizing communication skills, interpersonal skills, formal/informal acknowledgement, etc. as appropriate.
7.	Evaluate and provide feedback to staff to aid in their professional development by monitoring work assignments/behaviors and performance evaluations on an on-going basis.
8.	Ensure performance objectives/standards for staff are met utilizing various management tools (e.g. monitoring work assignments, communication, training, etc.) on an on-going basis.
9.	Promote the department's Equal Employment Opportunity program in the hiring process in order to maintain a work environment that is free of discrimination and harassment utilizing training, state and federal laws and rules, regulations, policies, procedures, etc. on a daily basis.

*Tasks highlighted in bold text are not currently on the SPB classification specification*

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<b>Task Statements</b>	
10.	Promote and enforce the department's Equal Employment Opportunity program in the work place in order to maintain an environment that is free of discrimination and harassment utilizing training, state and federal laws and rules, regulations, policies, procedures, etc. on a daily basis.
11.	Initiate and/or participate in the Progressive Discipline process to correct/improve employee performance/behavior or address issues of substandard performance utilizing communication skills, training, performance evaluations, coaching, informal/formal documentation, collective bargaining contracts, etc. as needed.
12.	Develop policies and procedures to ensure the effective operation of the work unit/division utilizing various resources (e.g., laws, rules, regulations, policies, procedures, subject matter experts, etc.) as necessary.
13.	Maintain established policies and procedures to ensure the effective operation of the work unit/division utilizing various resources (e.g., laws, rules, regulations, policies, procedures, subject matter experts, etc.) as necessary.
14.	Present new and/or revised programs, policies, procedures, business processes, etc. to others in a positive manner to provide information, elicit feedback, and gain cooperation using communication skills, interpersonal skills, training techniques, etc. as needed.
15.	Implement new and/or revised programs, policies, procedures, business processes, etc. to ensure operational efficiency utilizing communication skills, interpersonal skills, training techniques, etc. as needed.
16.	Facilitate the hiring process by conducting interviews, evaluating and recommending candidates for appointment utilizing various methods of filling vacancies (e.g., certification lists, transfers, training and development assignments, reinstatements, etc.) as needed.
17.	Interpret provisions of collective bargaining agreements to ensure compliance in the course of supervising represented employees utilizing collective bargaining contracts, Labor Relations/Employee Relations Officer, Department of Personnel Administration, etc. as needed.
18.	Administer provisions of collective bargaining agreements to ensure compliance by utilizing various resources (e.g., communication, writing, and training skills, collective bargaining contracts, etc.) as needed.

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19.	Establish goals and objectives to ensure operational effectiveness by providing relevant, reliable and timely information utilizing departmental directives, staff expertise, laws, rules, court decisions, stake holders, etc. as needed.
20.	Direct the training and development of staff to ensure professional development utilizing employee assessments, in/out-service training programs, training records, audit tools, staff expertise, etc. as needed.
21.	Develop materials/tools to be used in formal classes/seminars/training utilizing various resources/skills (e.g. policies, procedures, laws and rules, collective bargaining contracts, Office of Training and Professional Development [OTPD], staff input, training techniques, etc.) as needed.
22.	Conduct formal/informal classes/seminars/training for development of participants utilizing various resources/skills (e.g. policies, procedures, laws and rules, collective bargaining contracts, OTPD, staff input, training techniques, etc.) as needed.
23.	Participate in the development and review of Budget Concept Statements and Budget Change Proposals to change the level of service or funding sources for activities authorized by the Legislature, or to propose new program activities not currently authorized utilizing various resources (e.g., workload tracking data, legal mandates, collective bargaining contracts, etc.) as needed.
24.	Represent the unit/division/department, in formal or informal settings at meetings, conferences, hearings, etc., to obtain and/or provide information utilizing interpersonal skills, professionalism, subject matter expertise, etc., as needed.
25.	Prepare written documents to provide information and/or direction on issues related to departmental programs and services utilizing writing skills, personal computers, policies, procedures, laws, rules, regulations, etc. as necessary.
26.	Review and analyze manuals, policies, regulatory requirements, proposed legislation, etc., to determine impact on unit operations, staff, departmental programs and/or policies utilizing subject matter experts, collective bargaining contracts, precedential decisions, legislative analyses, etc. as required.
27.	Develop survey instruments to assess the impact or effectiveness of programs and/or policies utilizing the Office of Research, stake holders, staff input, subject matter experts, personal computer, etc. as requested.

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28.	Analyze survey results to gather information and make recommendations utilizing subject matter experts in the field of research, staff input, personal computers, etc. as requested.
29.	Identify, analyze, evaluate and/or develop solutions to problems/issues relating to work unit or division programs, procedures, business processes, and/or policies utilizing completed staff work, issue papers, historic data, etc. as needed.
30.	Present solutions to management pertaining to problems/issues related to work unit or division programs, procedures, business processes, and/or policies utilizing communication skills, issue papers, etc. as needed.
31.	Provide management with the status of unit operations in order to apprise them of sensitive or high profile issues utilizing various resources/skills (e.g., communication, interpersonal, and writing skills, etc.) on an on-going basis.
32.	Serve as liaison between the department and collaborative business organizations to provide solutions and/or resolve issues by providing consultation and technical guidance utilizing various resources/skills (e.g., communication and interpersonal skills, tact, diplomacy, professionalism, personal expertise, etc.) as needed.
33.	Conduct meetings with staff to communicate information necessary for job performance and/or discuss and resolve issues pertinent to the work unit utilizing communication and interpersonal skills, tact, diplomacy, professionalism, personal expertise, etc. as needed.
34.	Participate as a member of various committees with departmental employees or employees from other agencies to achieve desired outcomes or objectives utilizing various resources/skills (e.g., communication and interpersonal skills, tact, diplomacy, professionalism, personal expertise, etc.) as needed.
35.	Interpret departmental policies, procedures, laws, regulations, rules, and/or practices affecting departmental and/or work unit operations to employees, the public and collaborative business organizations utilizing communication and interpersonal skills, tact, diplomacy, professionalism, personal expertise, Office of Legal Affairs, etc. as needed.
36.	Make presentations to employees/management and/or collaborative business organizations, at public meetings/hearings on issues related to departmental programs and services utilizing various resources/skills (e.g., relevant reports/written documents, personal expertise, tact, diplomacy, professionalism, communication, interpersonal and presentation skills, etc.) as needed.

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37.	Direct staff in negotiating with vendors and service providers regarding delivery dates, prices, and the resolution of problems utilizing various communication methods and resources (e.g., Departmental Manuals, Office of Contract Services, Office of Business Services, State Administrative Manual, State Contracts Manual Volume I, II, III, etc.) as needed.
38.	Resolve customer complaints or problems to ensure satisfaction utilizing communication, interpersonal and negotiation skills, listening skills, etc. as needed.
39.	Direct staff on how to access personnel benefits (e.g., Family Medical Leave Act, Employee Assistance Program, Reasonable Accommodations, etc.) to ensure compliance and meet employee's needs utilizing departmental subject matter experts, communication skills, etc., as needed.
40.	Direct the response and instruct staff on how to document on-the-job accidents or injuries to ensure compliance and meet employee's needs utilizing departmental subject matter experts, communication skills, etc., as needed.
41.	Respond to employee's grievances and complaints (e.g., EEO, co-worker complaints, workplace violence, etc.), to resolve issues within timelines and at the appropriate level utilizing departmental subject matter experts, communication skills, etc., as needed.