

## Personnel Technician 2 (Supervisor)

### Task Statements

1	Research automated selection and/or certification system to correct and report any system errors or discrepancies.
2	Update, change, add, or delete candidate information in automated systems as needed upon request from the candidate or supervisory/management staff.
3	Analyze employment applications for approved and unapproved experience combining qualifying experience and/or education patterns to determine if minimum qualifications are met in accordance with SPB laws and rules.
4	Provide technical guidance and direction to employees and the general public regarding personnel rules and regulations affecting them.
5	Review and audit selection and/or certification documents to ensure employment/eligible lists are accurate and in compliance with SPB laws and rules and established guidelines governing the selection process.
6	Proctor examinations to ensure the fairness of the examination process for all candidates.
7	Interpret and apply a wide variety of Personnel laws, rules, policies and procedures in the performance of the various examination functions.
8	Interpret written material for customers (e.g., candidates, program contacts, supervisory/management staff) to facilitate the selection and certification processes utilizing reference material and relevant online systems.
9	Analyze selection and certification data to ensure accuracy of eligibility lists, scores, candidate pools, and competitor information utilizing reference material and relevant online systems.
10	Verify that candidates are approved for veterans preference using appropriate automated system to ensure veterans preference is appropriately allocated.
11	Order certification lists and contact letters at the request of management to develop viable candidate pools by utilizing the automated system, reference material, program liaisons, and appropriate office policies and procedures.
12	Review and finalize hiring data and input into the department's automated system to finalize the certification process.
13	Provide training, technical guidance, and/or assistance to departmental and institutional staff regarding the on-line selection and/or certification system or process.
14	Respond to inquiries from HR liaison or management regarding the abolishment and establishment of certification lists.
15	Respond to examination and/or certification inquiries from HR liaisons, management, staff, departments, and the public.

16	Process incoming and/or outgoing appropriate list requests to accommodate the hiring needs of the department.
17	Request final approval from CalHR for using an appropriate list to accommodate the hiring needs of the department.
18	Review applications to determine if candidates meet minimum qualifications for the classification.
19	Verify selected candidate's eligibility for appointment to finalize the hiring process.
20	Analyze data gathered and/or situations to identify problems and develop solutions or alternative methods of proceeding.
21	Identify problems and issues to resolve them at the lowest level using personal knowledge, analytical skills, departmental policies and procedures, and written and verbal communications.
22	Assess and monitor daily workload and prioritize assignments when necessary to ensure all project deadlines are met.
23	Analyze and interpret laws, rules, regulations, and departmental policies and procedures to gain an understanding and apply them appropriately to issues in the work environment.
24	Perform basic numerical computations (e.g., addition, subtraction, multiplication, division, fractions) utilizing available tools (e.g., calculator, spreadsheet, database) to process, summarize, or verify data.
25	Edit written material (e.g., exam notices, bulletins, candidate pools, exam schedules) to ensure it conveys correct information and to correct any spelling, grammar, and punctuation errors.
26	Write letters, memos, emails and other correspondence using word processing and other software for the purpose of communicating and disseminating information to the public, other agencies, or internal staff.
27	Prepare necessary documents (e.g., contact letters, exam notices, bulletins, withhold notification) to convey important selection and/or certification information.
28	Communicate in a professional and effective manner at all times with management and others (e.g., internal and external customers) to provide and obtain information and maintain relationships.
29	Respond to telephone inquiries from public to provide information regarding employment questions and how to get a state job.
30	Contact control agencies, various field offices, and/or divisions to acquire information needed to complete work assignments in accordance with governmental rules and regulations.
31	Participate in meetings with all levels of staff to provide consultation, status reports, and/or recommendations.
32	Provide clear and concise verbal instructions to candidates ensuring clarity of instructions and a fair examination process.
33	Supervise the work activities of a diverse workforce, which includes cultural, race, and gender diversity, as well as other individual differences amongst subordinate staff members.

34	Delegate and assign work to staff based on, workload levels and individual expertise and skill.
35	Determine work priorities, scope of assignments, and establish deadlines to ensure objectives are met effectively and in a timely manner.
36	Identify and resolve employee performance problems by implementing measures to improve employee performance.
37	Provide coaching and/or mentoring to subordinate staff relating to the tasks of the job to improve performance and productivity.
38	Prepare employee performance evaluations to assess staff and provide individual feedback regarding areas of proficiency and areas that need improvement.
39	Collaborate with immediate supervisor, Human Resources office, and Legal office to determine the appropriate disciplinary action for employees in order to address and correct deficiencies and provide the employee the opportunity to improve their behavior and/or actions.
40	Adhere to collective bargaining agreements to ensure compliance in the course of supervising represented employees.
41	Resolve disagreements and conflicts between staff members in order to achieve a harmonious and productive work environment.
42	Conduct training needs analyses to determine the level and type of training needed by subordinate staff.
43	Provide informal training to staff to update and maintain a competent workforce.
44	Monitor the work activities of employees in the work unit to assess the quality and timeliness of work tasks completed.
45	Provide technical expertise and recommendations in specialized areas to staff, management, outside agencies, and other stakeholders to assist in the department's recruitment objectives.
46	Ensure subordinate staff are provided with all applicable human resource (e.g., benefits, safety) and EEO information.
47	Review appeals of certification to determine the nature of the issue and how to respond to the appeal.
48	Report issues with staff, workload, and/or customers to immediate supervisor to receive direction and keep him/her informed.
49	Assist in the development of training (e.g., written materials, locations, audience, training topics) to address training needs identified in the work unit.