The vision of the California Health Benefit Exchange (also known as Covered California) is to improve the health of all Californians by assuring their access to affordable, high quality care. Covered California allows individuals and small businesses to compare plans and buy health insurance in the private market. Covered California provides purchasers with a more stable risk pool, greater purchasing power, more competition among insurers and detailed information regarding the price, quality and service of health coverage. It also streamlines access for individuals to programs that provide subsidies for health coverage. Covered California has dramatically increased the number of insured Californians, and is working to improve health care quality, lower costs, and reduce health disparities through operating an innovative, competitive marketplace that empowers consumers to choose the health plan and providers that give them the best value.

Covered California recognizes that its employees are its most important asset. Our employees are the vital link that ensures that Covered California’s vision, mission and values are fully realized. To this end, Covered California strives to ensure its workforce is drawn from the broadest segments of society and reflects the diversity of California so that we are poised to meet the present and future health care needs of the entire state’s population.

All employees are expected to work cooperatively with others, maintaining regular, consistent, predictable attendance, possess integrity, initiative, dependability and good judgment.

**16. POSITION SUMMARY**

Briefly (1-3 sentences) describe the main purpose and function of the position, reporting relationships and the organizational setting:

Under direction of the Staff Services Manager II, the Staff Services Manager I (Supervisor) is responsible for overall direction, design, deployment and implementation of human resources initiatives and special projects. The incumbent serves as a working supervisor, managing unit staff and personally completing the most complex and sensitive special projects. The incumbent works directly with Human Resources Branch management utilizing project management and change management to deliver new on-time and on-budget initiatives and projects. Duties may include access to information systems containing protected enrollee information, including federal tax information, protected health information, and personally identifying information.

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**EMPLOYEE’S STATEMENT:**

I acknowledge receipt of this job description and understand the requirements and duties of the position. I have discussed the job description with my supervisor. I can perform these duties with or without reasonable accommodation. (If you believe reasonable accommodation is necessary, discuss your concerns with the hiring supervisor.)

**SUPERVISOR’S STATEMENT:**

I certify that the above accurately represents the duties of the position. I have discussed the duties of the position with the employee and have provided a copy of this job description to the employee named above.
**17. DESCRIPTION OF DUTIES**

<table>
<thead>
<tr>
<th>Percentage of Time (E) or (M)</th>
<th>Description of Duties</th>
</tr>
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<tbody>
<tr>
<td>35% (E)</td>
<td>Project Management: The incumbent has responsibility either on a personal level, or through subordinate staff for taking raw ideas, hypotheses/ scenarios and developing comprehensive project plans and tracking/reporting mechanisms. The manager organizes the team working on the special project, delegates tasks to employees and conducts regular meetings with team members to monitor the status of projects. The incumbent provides supervisory responsibility, guidance and direction to staff responsible for specific special projects and initiatives to ensure work is completed accurately, on time and within budget. Examples of projects include policy development for State mandated training and employee separations; preparing proposals for agency-wide implementation; writing personnel bulletins; and conducting analyses and proposals related to California Code and Regulation, Government Code, bills, and control agency rules. The SSM I will select, mentor, train, assign work and evaluate performance of subordinate analysts. The SSM I meets regularly with staff to performance and individual developmental needs/career aspirations. The SSM I will assign work and priorities, monitor progress, adjust priorities, redistribute workload and/or secure extensions as needed to meet established deadlines. The incumbent will institute tracking systems to monitor assignments and associated due dates and provide regular reports to HRB management on status of assignments both verbally and in writing. Prepare probationary reports and annual appraisals as required. Approve training for staff.</td>
</tr>
<tr>
<td>35% (E)</td>
<td>Guidance provided is for all phases of a project, as detailed below: Analysis: Identifying the specific problem, necessary resources, stakeholders, and time needed to conduct/complete the project. This includes research to identify and analyze the root cause of a problem or defect and quantify the impact on Covered California operations. The manager and team use analysis to develop project charters, timelines, and workplans detailing the business case and directing the course of the project; and securing management approval to formally initiate the project, including necessary expenditure of resources and/or funds. Research: Researching different strategic initiatives and/or problems to determine an appropriate course of action or solution. Staff are responsible for collecting the necessary data and reporting on each step in the project. This includes identification of impacted parties and/or stakeholders, significant factors to be addressed by the project, as well as barriers, constraints and resources necessary for successful completion of the special project/initiative. This includes assessment and evaluation of data gathered and development of recommendations. This phase may also include research associated with using the services of another organization or hiring an outside contractor, as well as contract development and management if needed. Document and Report: Determining the report format and contents. The SSM I reports to upper management on the interim progress of each project and schedules meetings with team members to ensure the project stays on track. The written documentation of research may include preparation of white papers, issue papers, policy proposals, new HR program proposals, and other reports. It also includes preparation and presentation of business plans along with overall strategy associated with implementation of each initiative or problem resolution. Also included may be oral reports and PowerPoint presentations to upper management as required to secure approval of the project/initiative. Documentation may also include budgets and projected budgets for the project including the cost, and include a budget concept for future preparation of a budget concept proposal if the project is approved by upper management. Implementation: The SSM I is responsible for operations planning and milestone tracking for strategic initiatives implementation to ensure recommended actions occur consistent with management approval and they meet the original need. This may be accomplished through the use of corrective action plans and other methods to track implementation. Provide direction to staff in developing policies and procedures for ongoing or new personnel programs. Advise and consult with program management and executive staff on complex and sensitive personnel issues and the interpretation and application of civil service personnel laws. Ensure State and federal laws, rules, policies, and procedures relating to personnel are enforced. Establish and maintain awareness and support at all levels in the organization for the goals of equal employment opportunity. Promote a discrimination free work environment and cultivate an environment of open communication to resolve discrimination issues and prevent problems. Communicate information, verbally and in writing to Covered California management, employees, and control agencies. Manage preparation of complex documents and information, including legislative bill analyses and budget documents; prepares and composes correspondence, reports, issue memos, policies, procedures and training material on personnel related matters. Represent Covered California and its work at meetings, conferences, focus groups, etc., on a variety of human resources issues, serving as a subject matter expert. In this capacity the incumbent will present, explain, define and educate the customers and internal and external stakeholders on a wide variety of personnel issues. Works with internal and external stakeholders and control agencies to ensure a collaborative approach to implementation of new hiring policies. Make decisions regarding, oversee, and review the work of associate analysts in fingerprinting, background checks, nepotism reviews, position control, conflict of interest filing, and merit issue complaints. Serve as a member of the HRB management team, contributing to development of long and short-term strategic goals. Collaborate with management team for development and continuous improvement of HRB organization processes.</td>
</tr>
<tr>
<td>25% (E)</td>
<td>Represent Covered California at meetings and conferences and serves as a liaison with control agencies. Ability to travel to other work sites and field offices.</td>
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</tbody>
</table>
| 5% (M)                      | Indicate the duties of the position and the percentage of time spent on each. Group related tasks under the same percentage. Percentages should be increments between 5% to 35%, with the highest percentage first. Identify essential functions with (E) and marginal functions with an (M) in the percentage column. “Other duties as required” cannot be used as a task statement.
18. SCOPE AND IMPACT

a. Responsibility for Decisions and Consequence of Error – *Describe the level of independence exercised and the consequence of actions taken by this position.*

The SSM I exercises independence to make recommendations for Covered California regarding policy, procedure and dispute resolution; therefore, consequence of error is significant. Errors in judgment can result in considerable financial responsibility, legal sanctions/expense and low employee morale. Incomplete staff work by the SSM I can result in the unnecessary loss of cases, or lawsuits. Poor decisions by the SSM I in giving direction, meeting with internal and external partners, can result in negative impact on Covered California and the Human Resources Branch.

b. Administrative Responsibility – *Describe the position’s management responsibilities, including the size of the operating budget.*

Review and assess staff prepared analysis, position papers, proposals, reports and correspondence.

c. Supervision Exercised – *List the classifications supervised by the position, both directly and indirectly.*

The SSM I exercises direct supervisor responsibility of AGPA’s, SSA’s and clerical employees.

d. Personal Contacts – *List the internal and external contacts with whom the position regularly interacts.*

Internal:
The SSM I has daily contact with all levels of Covered California managers and supervisors.

External:
The incumbent will have contact with control agencies including the State Personnel Board and California Department of Human Resources.

19. PHYSICAL AND ENVIRONMENTAL DEMANDS

*Describe the position’s physical exertion requirements and environmental demands.*

WORK ENVIRONMENT

Work in a climate-controlled, open office environment, under artificial lighting; exposure to computer screens and other basic office equipment; open office environment; work in a high-pressure fast-paced environment, under time critical deadlines; work long hours; must be flexible to work days/night, weekends and select holidays as needed; during peak periods, appropriate dress for the office environment.

ESSENTIAL PHYSICAL CHARACTERISTICS

The physical characteristics described here represent those that must be met by an employee to successfully perform the essential functions of this classification. Reasonable accommodations may be made to enable an individual with a qualified disability to perform the essential functions of the job, on a case-by-case basis. Ability to attend work as scheduled and on a regular basis and be available to work outside the normal workday when required. Continuous: Upward and downward flex-ion of the neck. Frequent: sitting for long periods of time (up to 70%); repetitive use of hands, forearms, and fingers to operate computers, mouse, and keyboard; long periods of time at desk using a keyboard, manual dexterity and sustained periods of mental activity are need; using headsets to talk with internal and external customers for extended periods (up to 60%). Frequent: walking, standing, bending and twisting of neck, bending and twisting of waist, squatting, simple grasping, reaching above and below shoulder level, and lifting and carrying of files, and binders.

May be required to travel via airplanes, cars, vans and buses, stay overnight in motel/hotel accommodations, and may be required to drive a motor vehicle to visit other offices or field work sites for investigations, negotiations or other labor relations matters.

Note: Some of the above requirements may be accommodated for otherwise qualified individuals requiring and requesting such accommodations.

20. WORKING CONDITIONS AND REQUIREMENTS

*Specify the working conditions applicable to this position.*

High Rise Office Building: ☐ No ☑ Yes

Work Schedule/Hours:

Core business hours and ability to work outside the normal workday when required.

Travel Requirements:

Ability to travel (5%) as needed to other work sites and offices.

Other: