

Human Resources Support Supervisor

JOB FAMILY DEFINITION

This classification falls within the Human Resources Job Family, encompassing a range of work in which incumbents are responsible for providing the full scope of human resources services (recruitment and selection, labor and employee relations, payroll and benefits, classification and compensation, workers' compensation, performance management, absence management, risk management, and organizational development) to the Judicial Council and on behalf of client courts. This class specification represents the type and level of work performed, recognizing that specific work assignments may differ from one unit to another and from one incumbent to another.

CLASS SUMMARY

This is a supervisory-level class. Incumbents, as assigned, are responsible for providing day-to-day supervision of four or more Judicial Council staff providing transaction processing and research for functions including, but not limited to, Judicial Council and client courts payroll and benefit administration; classification and compensation; workers' compensation; absence management; pay, benefit, and leave issues; and recruitment and selection. In addition, an incumbent serves as a technical subject matter expert over their assigned area and ensures that policies and procedures are followed and customer service and work standards are met.

DISTINGUISHING CHARACTERISTICS

The Human Resources Support Supervisor class is distinguished from other classifications in the Human Resources Job Family in that it supervises four or more Judicial Council staff and is responsible for assigning, reviewing, and evaluating work to ensure it is performed consistent with policies and procedures. Supervision includes participation in, and/or implementation of, hiring and disciplinary decisions. In addition, a primary purpose of this class is to serve as a technical subject matter expert in the assigned function.

EXAMPLES OF ESSENTIAL DUTIES *(The duties listed are illustrative only and represent the core areas of responsibilities; specific position assignments will vary depending on business needs.)*

- Supervises the day-to-day activities of one or more human resources units, including but not limited to payroll and benefits administration; reviews and approves transactions; develops, recommends, and implements operating policies and practices; develops, recommends, and implements work processes; and sets standards.
- Plans, organizes, assigns, supervises, reviews, and evaluates the work of assigned staff.
- Recommends selection of staff; provides training and development; conducts performance evaluations; and participates in the administration of discipline as required.
- Ensures work is performed in compliance with state and federal laws and Judicial Council policies and procedures.
- Resolves customer and vendor inquiries.
- Provides training to internal and/or external clients in assigned area.

- Maintains databases, performing user administration functions, extracting standard reports and information, and coordinating maintenance and troubleshooting with technology staff, as assigned.
- Performs other duties of a similar nature and level as assigned.

EXAMPLES OF POSITION-SPECIFIC RESPONSIBILITIES *(Illustrative Only)*

Responsibilities across incumbents in this classification are covered in the “Examples of Essential Duties” list. While incumbents assigned to this classification may access, maintain, or use function-specific tools and/or perform specific facilities support and supervisory tasks aligned with one work unit, the general description of the work tasks involved in this class does not vary significantly, and therefore no position-specific duties are noted.

MINIMUM QUALIFICATIONS

EDUCATION AND EXPERIENCE

Bachelor’s degree and two (2) years of human resources experience, including one (1) year of prior supervisory experience. *An additional four (4) years of professional human resources experience as noted above may substitute for the bachelor’s degree. Or, additional directly related experience and/or education may be substituted on a year-for-year basis.*

OR

One (1) year as an Associate Human Resources Analyst or other level (B25) class with the Judicial Council of California or one (1) year of experience performing the duties of a class comparable in the level of responsibility to that of an Associate Human Resources Analyst in a California superior court or California state-level government entity, and a) completion of training courses on topics related to effective supervision within six (6) months of promotion; or b) one (1) year of previous supervisory experience.

OR

Internal candidates in any Judicial Council classification who meet the requirements listed above for external candidates but lack the supervisory experience may qualify with completion of training courses on topics related to effective supervision within six (6) months of promotion.

LICENSING AND CERTIFICATIONS

- None

KNOWLEDGE OF

- Supervisory principles, practices, and techniques;
- Applicable federal, state, and local laws, codes, regulations, and/or ordinances;
- Organizing, prioritizing, assigning, and monitoring multiple work activities to meet critical deadlines;
- Modern human resource systems, principles, practices, and concepts, with expertise in areas of supervision;
- Business methods, principles, and practices;

- Principles and practices of conflict resolution;
- Negotiation techniques;
- Proper English grammar, punctuation, and spelling;
- Customer service principles;
- Applicable work rules and policies; and
- Applicable business equipment and desktop applications.

SKILL IN

- Supervising, monitoring, training, and evaluating staff;
- Applying relevant laws, codes, regulations, and standards;
- Coordinating deadlines and prioritizing competing demands;
- Organizing, prioritizing, assigning, and monitoring multiple work activities to meet critical deadlines;
- Providing conflict resolution;
- Exercising political acumen, tact, and diplomacy with internal and external stakeholders and clients;
- Providing critical thinking;
- Extracting information from systems and databases;
- Auditing workflow and identifying process improvements;
- Developing and conducting training;
- Applying standard policies and procedures;
- Writing reports;
- Utilizing a computer, relevant software applications, and/or other equipment, as assigned;
- Effectively communicating; and
- Maintaining effective working relationships with colleagues, customers, and the public.

WORKING CONDITIONS, ADA, AND OTHER REQUIREMENTS

The Judicial Council is an equal opportunity employer. The Judicial Council will comply with its obligations under the law to provide equal employment opportunities to qualified individuals with disabilities.

Positions in this class typically require sitting, stooping, kneeling, crouching, reaching, standing, walking, pushing, pulling, lifting, fingering, grasping, talking, hearing, seeing, and repetitive motions.

Sedentary work: Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to move objects. If the use of arm and/or leg controls requires exertion of forces greater than that for sedentary work and the worker sits most of the time, the job is rated for light work.

Incumbents generally work in a typical office environment with adequate light and temperature. The Judicial Council will make all reasonable efforts to minimize the need for employees to travel by taking advantage of virtual conferencing tools as much as possible. However, positions in this class may require local and statewide travel as necessary.

Please Note: *The Judicial Council classifies work based on organizational need. The distinguishing characteristics, essential duties, and minimum qualifications described in this specification relate to the body of work required and not to the attributes of an incumbent assigned to perform the work.*

As a government body charged with improving the statewide administration of justice, the Judicial Council has multiple offices with diverse responsibilities relating to court policy and operations. As employees of the council, every member of staff should view and approach their work as one Judicial Council with a public service mission that is greater than the sum of its parts.