

**DUTY STATEMENT**

DGS OHR 907 (Rev. 09/2022)

☐ Current☒ Proposed

RPA NUMBER <b>26777</b>	DGS OFFICE or CLIENT AGENCY <b>Division of the State Architect</b>	
UNIT NAME <b>Communications &amp; Outreach Unit</b>	REPORTING LOCATION <b>1102 Q Street, Suite 5100, Sacramento, CA 95811</b>	
SCHEDULE (DAYS / HOURS) <b>Monday through Friday 8 a.m to 5 p.m.</b>	POSITION NUMBER <b>718-640-4800-001</b>	CBID <b>S01</b>
CLASS TITLE <b>Staff Services Manager I (Supervisory)</b>	WORKING TITLE	
PROPOSED INCUMBENT (IF KNOWN)	EFFECTIVE DATE	

**CORE VALUES / MISSION** ☐ Rank and File ☒ Supervisor ☐ Specialist ☐ Office of Administrative Hearings ☐ Client Agency

The Department of General Services' (DGS) Core Values and Expectations of Supervisors and Managers are key to the success of the Department's Mission. That mission is to "Deliver results by providing timely, cost-effective services and products that support our customers." DGS managers and supervisors are to adhere to the Core Values and Expectations of Supervisors and Managers, and to exhibit and promote behavior consistent with those values and expectations.

**POSITION CONCEPT**

Under the general direction of the Staff Services Manager II, the incumbent will provide supervision to the Communications and Outreach Unit, which provides management guidance, strategy and coordination related to all internal and external written communications, legislation, regulations, policies and procedures, requests for information, forms, and website enhancements. The incumbent shall promote and be accountable for customer satisfaction and quality service and will initiate or recommend changes that promote innovative solutions to meet customer needs. Essential functions include the requirement to work in the office for a minimum of three (3) days per week up to a maximum of five (5) days per week depending on operational needs.

All duties will be accomplished in accordance with Education Code 17304, DSA procedures, rules and technical guidelines, the published directives within the Government Code (GC), California Code of Regulations (CCR), DGS Manuals, Civil Code (CC), Labor Code (LC) and Building and Professions Code (B&PC) and compliance with the DSA Strategic Plan and DGS policies and memorandums.

Essential functions include the requirement to work in the office for a minimum of three (3) days per week up to a maximum of five (5) days per week depending on operational needs.

**SPECIAL REQUIREMENTS** ☒ Conflict of Interest ☐ Medical Evaluation ☐ Background Evaluation ☐ Background Evaluation FTB ☐ Office Technician (Typing)

**Conflict of Interest**

This position is designated under the Conflict of Interest Code. The position is responsible for making or participating in the making of governmental decisions that may potentially have a material effect on personal financial interests. The appointee is required to complete Form 700 within 30 days of appointment.

**ESSENTIAL FUNCTIONS**

PERCENTAGE	DESCRIPTION
35%	Supervises the development and coordination of the DSA's internal and external communications, including but not limited to media, press coverage, educational training and presentations, Advisory Board meetings, and external program presentations for the executive team by collaborating with Senior Management on the development of key strategies for establishing effective communications with the media and DSA's stakeholders, assigning and reviewing communications

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	from program staffs, identifying key opportunities to publicize DSA's goals, accomplishments and mission utilizing a variety of resources, including historical files, the Internet, E-tracker, DSA project data, subject matter experts, departmental policy and law, and state agency contacts in order to properly deliver effective high-quality services and ensure customer satisfaction in accordance with all applicable DGS policies, rules, and regulations.
20%	Manages the communications, publications and correspondences and other written materials (such as letters, memos, special reports, audit findings and Advisory Board items) related to reviews/or investigations in response to inquiries from various parties including, but not limited to the school districts, Legislature, Executive Office by researching and interpreting applicable laws and regulations to formulate, or assist in the formulation of an appropriate response in order to contact school districts, media and legislative staff in response to inquiries for construction, modernization, and maintenance of school facilities, and various other program related issues.
15%	Consults with the SSM II of the Communications, Policy and Program Support Unit, the DSA Executive Team and the DGS Public Affairs Office to ensure that web pages meet the needs of DSA's clients, external stakeholders, and employees by maintaining consistent, accurate, clear, and concise presentation of information and communication based on the applicable Government Codes, regulations, and DSA policy through the review of draft content and adherence to DGS rules governing web content.
15%	Generates and presents reports, issue papers and supporting documents to management reviews and approves a variety of documents, media-related materials and ad hoc reports to support communications. Directs, reviews, and approves responses to the media or other external sources seeking information about DSA programs, news articles, policy and regulations, ensuring accuracy, consistency, relevancy and sensitivity to potential legal or political issues.
5%	Perform supervisory and administrative functions according to the DGS Manual, Personnel Operations Manual, Bargaining Unit Memorandum of Understanding (MOU) provisions and SPB or DPA laws and rules by evaluating subordinate staff performance and recommends appropriate action including but not limited to merit salary adjustments and progressive discipline, developing essential functions duty statements for each reporting staff member commensurate with the individual's civil service classification and updates as needed. Evaluates subordinate staff performance by completing probationary reports and annual Individual Development Plans (STD 637) with each staff member following form instructions. Provides training opportunities identified in subordinate staff's annual IDP for both technical and departmental subject matter through DGS-sponsored and outside training opportunities. Ensures the effective completion of projects and promotes team building by establishing program expectations and due dates, holding regular staff meetings to plan work activities.
5%	Perform various supervisory responsibilities such as grants or denies subordinate staff requests for time off or requests to work overtime, ensures subordinate staff has sufficient leave credits available for the leave requested, enters subordinate's time in the PAL system (i.e., time charged to projects, leave usage, approved leave without pay (dock or NDI), absence without leave (AWOL), etc.), and approves PAL entries for subordinate staff on dock or AWOL on or before the designated SCO semi-monthly or monthly payroll cut-off date to ensure the correct issuance of an SCO warrant on pay day.

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PERCENTAGE	DESCRIPTION
5%	Represents the State Architect and the DSA Management Team on program related matters by attending meetings, making presentations, briefings, etc. as directed. Provides program information and assistance to interested parties, including school district representatives, State agency and legislative officials, DSA Advisory Board members, and the public by responding to telephone and e-mail inquiries and applying knowledge of program guidelines and services. Independently drafts and prepares internal and external correspondence for the State Architect, Deputy to the State Architect, Operations Deputy, or Communications, Policy and Program Support Unit Manager signature as requested.

**WORK ENVIRONMENT AND PHYSICAL REQUIREMENTS**

- Appropriate attire for professional office environment.
- Ability to communicate confidently and courteously with people of different backgrounds and at various levels of responsibility within state government.
- Ability to prepare and present formal presentations with good communication skills.
- Requires ability to effectively handle stress and deadlines.
- Ability to interact with high level management.

Essential functions include the requirement to work in the office for a minimum of three (3) days per week up to a maximum of five (5) days per week depending on operational needs.

You are a valued member of the department's team. You are expected to work cooperatively with team members and others to enable the department to provide the highest level of service possible. Your creativity and productivity are encouraged. Your efforts to treat others fairly, honestly and with respect are important to everyone who works with you.

*I have discussed with my supervisor and understand the duties of the position and have received a copy of the duty statement.*

EMPLOYEE NAME	EMPLOYEE SIGNATURE	DATE SIGNED
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*I have discussed the duties of the position with the employee and certify the duty statement is an accurate description of the essential functions of the position.*

SUPERVISOR NAME	SUPERVISOR SIGNATURE	DATE SIGNED
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