

State of California  
GOVERNOR'S OFFICE OF EMERGENCY SERVICES  
POSITION DUTY STATEMENT  
BU: 7 & Non-Represented

EMPLOYEE	CLASS TITLE: Program Manager III (PM III) Working Title: SOC Director	HEADQUARTERS: Mather Campus
PROGRAM/UNIT: Response Operations/Incident Support Team	POSITION NUMBER: 163-370-6317-001 11479	CBID: M07
TENURE: Perm	TIME BASE: FT	WORK WEEK GROUP: E
APPT. EFFECTIVE DATE:	RANGE (IF APPLICABLE):	PROBATIONARY PERIOD: <input type="checkbox"/> 6 Mos. <input checked="" type="checkbox"/> 12 Mos. <input type="checkbox"/> N/A
IMMEDIATE SUPERVISOR: Assistant Director – Headquarters Response	CONFLICT OF INTEREST CATEGORY: <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	DMV PULL PROGRAM: <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
<p>1. SUPERVISION RECEIVED: The Program Manager III (State Operations Center (SOC) Director) is under the general direction of the Assistant Director – Headquarters Response.</p>		
<p>2. SUPERVISION EXERCISED: The Program Manager III (SOC Director) directly supervises two Program Manager II's and directs and supervises the operational activities of the SOC in support of activations for emergencies and disasters. This position will supervise and mentor positions assigned to the SOC. The SOC Director directs the administration of emergency services programs of multiple sections and areas responsible for planning, preparedness, response, and recovery operations.</p>		
<p>3. PHYSICAL DEMANDS (SEE ADDITIONAL PAGES) Works in an office setting with artificial light and temperature control. Ability to sit in a normal seated position for extended periods; ability to effectively handle multiple tasks and changing priorities. During an activation for an emergency or disaster, may work on 12 hour rotating shifts, with possible extensive excess hours. Ability to use a personal computer and telephone is essential, as majority of the work is performed in utilizing these tools.</p>		
<p>4. PERSONAL CONTACT (WHO THE EMPLOYEE MAY BE IN CONTACT WITH WHILE PERFORMING DUTIES): This position requires frequent and direct contact with Cal OES personnel at the staff, management, and Executive levels; leadership and Executive management of other state agencies, local government, tribal government, federal agencies; the Federal Emergency Management Agency, and private sector entities.</p>		
<p>5. ACTIONS AND CONSEQUENCES (AS RELATED TO DUTIES PERFORMED): Failure to effectively perform the duties of the position could result in providing inaccurate information to Agencies, Departments, and Operational Areas, and could affect public safety and Recovery Operations.</p>		

6. EMERGENCY OPERATIONS – ACTIVATION/OPERATIONAL ASSIGNMENT 100%:

This position functions as part of the Permanent Incident Support Team (IST) during emergency or disaster incidents, which follows the Incident Command System (ICS) hierarchy. When activated for an emergency or disaster, this position works in the SOC or other location to support emergency response activities. This position will need to work effectively and cooperatively under stressful conditions; and work weekends and holidays with extended and rotating shifts (day/night). Statewide travel may also be required for extended periods of time and on short notice. The SOC Director should be available or make arrangements for another SOC Manager to be available if contacted by the Assistant Director – Headquarters Response, Deputy Director Response Operations, or Cal OES Senior Executive Leadership to activate the SOC.

All positions that are part of the Permanent IST are required to complete emergency response-related training, including both training in general response functions/structure and on their specific role within the ICS, and achieve and maintain the appropriate credentialing level. This team will participate in emergency drills, training, and exercises outside of activations. This position will coordinate with the appropriate Cal OES directorates and/or offices to ensure the broader organizational vision, policies, and procedures are fully integrated into response activities and to develop appropriate paths of communication for critical information sharing during incidents.

7. JOB DESCRIPTION/GENERAL STATEMENT:

This position is responsible for the Permanent IST, which is utilized to respond to emergencies and disasters supporting California. Under the general direction of the Assistant Director – Headquarters Response, this position is responsible for a wide range of tasks including, but not limited to, developing and implementing strategy and tactics to achieve the incident objectives, coordinating with state and federal agencies, and providing guidance and support to other state agencies in response efforts. The SOC Director directs the administration of emergency services programs of multiple sections and areas responsible for planning, preparedness, response, and recovery operations.

During an activation, the SOC Director is responsible for overall SOC activities including, but not limited to, representing Cal OES, briefing executives, interaction with other state agencies, federal partners, key stakeholders, accurate reports are produced, deadlines are met, oversight to other teams/individuals providing SOC support, task forces, etc.

This position primarily focuses on response; however, will be responsible to provide input to Cal OES plans, SOC Strategic Plan, preparing the SOC to relocate if the SOC becomes inoperable, ensuring safety of SOC personnel, and assist with recovery resource requests.

Percent of Time	Essential Functions
30%	<p>Responsible for the leadership and direction of critical response efforts that include all IST and Operational Readiness Team (ORT) functions within the ICS structure. This includes, but is not limited to, Operations, Planning and Intelligence, Logistics, Finance and Administration, and support functions. Additionally, since this position oversees SOC operations, responsibilities expand exponentially during disasters and exercises to oversee the coordination between state agency personnel, federal government agencies, private and public utilities, non-governmental organizations, and other emergency management partners that are assigned to critical functions within the SOC for extended periods of time on a 24/7 basis. Conducts meetings to facilitate coordination and communication with other departments responsible for components of disaster response and provides briefings to Executive Leadership.</p> <p>Ensure standard operating procedures are current and socialized with appropriate stakeholders, Permanent IST personnel are credential, SOC exercises are provided on a regular basis and in support of training/exercise requirements. Participates in rehearsal drills and exercises. Completes all training to achieve and maintain the appropriate credentialing for disaster response.</p> <p>Provides supervision, leadership, mentoring, and coaching to staff assigned to the SOC and Permanent IST.</p> <p>Provides direction to Permanent IST on work assignments. Delegates assignments as appropriate, ensure projects are tracked and deadlines met.</p> <p>Work with other Cal OES Directorates and programs to ensure SOC is ready to activate and provide a seamless transition from day-to-day operation to activation.</p>
20%	<p>Leads IST and ORT staff to coordinate the completion of actions review/improvement plans upon the conclusion of activations and exercises and after-action reports during and after disasters, as necessary. Collaborates with staff to conduct outreach to local, state, and federal agencies to identify critical gaps and propose solutions. Briefs the Executive Leadership on gaps and solutions.</p> <p>Monitors the implementation of solutions and lessons learned from after action-reports. Coordinates with IST staff to troubleshoot any impediments that are identified during implementation and assists with real-time adjustments to achieve a successful outcome.</p>
20%	<p>Applies working knowledge of disaster response operations and lessons learned identified in actions review/improvement plans and after-action reports to propose procedure revisions that enhance operational efficiencies, readiness, and effectiveness. Ensures procedures, checklists, and any other operational tools are revised timely to address any changes. Provides notification and any required training to back-up IST members to ensure consistent processes for all activations.</p>

15%	Coordinates with other lead agencies of the Emergency Support Functions (ESF) to enhance communication and coordination. Conducts regular meetings with ESF lead agencies to discuss emerging issues, resources, and techniques at the staff level. Ensures the information shared is consistent with cabinet-level priorities and tabletop exercises, and objectives are implemented in the appropriate sections of the IST and/or ORT.
10%	<p>Participates in department planning, policy setting, policy implementation, and decision making processes. Advises the Assistant Director – Headquarters Response on all issues of disaster response policy impacting or potentially impacting the SOC. Monitors changes in federal policy that could impact the state policy for disaster response. Provides impacts of changing policies and solutions to minimize any negative impact.</p> <p>Supports the development of implementation of the State Emergency Plan, Catastrophic Plans, and other hazard specific plans.</p>
<i>Percent of Time</i>	Marginal Functions
5%	<p>Performs other related duties as required to fulfill the Cal OES mission, goals and objectives. Additional duties may include, but not limited to: assisting where needed within the program, which may include special assignments; complying with general State and Cal OES administrative reporting requirements (i.e. completion of time sheets, project time reporting, travel requests, travel expense claims, work plans, training requests, individual development plans, etc.); attendance at staff meetings; and other duties as directed by the Assistant Director – Headquarters Response.</p> <p>Document performance issues and work with personnel as appropriate in support of California Department of Human Resources and Cal OES policies and procedures.</p>

PHYSICAL AND MENTAL REQUIREMENTS OF ESSENTIAL FUNCTIONS

Activity	Not Required	Less than 25%	25% to 49%	50% to 74%	75% or More
VISION: Reviewing mail; preparing various forms; proofreading documents; reading printed material, computer screens, and handwritten materials.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
HEARING: Answering telephones; receiving verbal information from outside sources; understanding verbal instruction.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
SPEAKING: Receiving visitors; answering inquiries and providing verbal information or instruction.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
MOVEMENT: Delivering material to others; picking up materials from others; copying; faxing; distributing information; filing.	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
SITTING: At a computer terminal or desk; conferring with employees.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
STANDING:	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
BALANCING:	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
CONCENTRATING: Reviews and reads records/documents, researches, composes, analyzes, compiles, and updates technical documents; multi-tasking; prepares various forms and documents.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
COMPREHENSION: Understanding needs of co-workers, clients; understands procedures and practices; Understands laws, regulations related to their work.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
WORKING INDEPENDENTLY: Possesses ability to work independently as well as a team member, have good interpersonal and communication skills, ability to follow directions, take initiative, assume responsibility, and exercise good judgment and tact. Must be able to work alone without much guidance, interaction, or interaction from other staff.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

LIFTING UP TO 10 LBS. OCCASIONALLY:	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
LIFTING UP TO 20 LBS. OCCASIONALLY AND/OR 10 LBS. FREQUENTLY:	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
LIFTING UP TO 20-50 LBS. OCCASIONALLY AND/OR 25-50 LBS. FREQUENTLY:	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
FINGERING: Pushing buttons on telephone; typing; copying.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
REACHING: Answering phones.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
CARRYING: Distributing mail; reports; stocking supplies.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
CLIMBING: stairs	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
BENDING AT WAIST:	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
KNEELING:	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
PUSHING OR PULLING:	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
HANDLING: Documents, manuals	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
DRIVING:	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
OPERATING EQUIPMENT: Computer; telephone; copy machine; fax.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
WORKING INDOORS:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
WORKING OUTDOORS:	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
WORKING IN CONFINED SPACE: Enclosed office environment.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

OTHER INFORMATION

Must have knowledge of the state and related federal laws, rules, regulations, policies and procedures. Must exercise good writing skills; follow oral and written directions, be responsive to the needs of the public and employees of Cal OES and other agencies; analyze situations and take effective action using initiative, resourcefulness, and good judgment. May need to work with limited supervision.

Consistent with good customer service practices and the goals of the Cal OES Strategic Plan, the incumbent is expected to be courteous and provide timely responses to internal and external customers, follow through on commitments, and solicit and consider internal and external customer input when completing work assignments.

SIGNATURES

Certification of Applicant/Employee

Note – If any concerns with performing the duties of this position with or without reasonable accommodation, discuss your concerns with the hiring supervisor, who in turn, will discuss with the Reasonable Accommodation Coordinator.

*I certify that I possess essential personal qualifications including integrity, initiative, dependability, good judgment, and ability to work cooperatively with others; and a state of health consistent with the ability to perform the assigned duties as described above with or without reasonable accommodation.*

*I have read and discussed these duties with my supervisor:*

\_\_\_\_\_  
Employee's Signature

\_\_\_\_\_  
Date

*I certify that the above accurately represents the duties of the position:*

\_\_\_\_\_  
Supervisor's Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Civil Service Title