

State of California  
 CALIFORNIA GOVERNOR'S OFFICE OF EMERGENCY SERVICES  
 POSITION DUTY STATEMENT  
 BU: 1, 4, 9, 10, 11, 12, & 14

|  |   |  |
|--|---|--|
| EMPLOYEE   | CLASS TITLE:<br>Information Officer II  | HEADQUARTERS:<br>Joint Field Office  |
| PROGRAM/UNIT:<br>Office of Policy & Administration/ Crisis Communications & Public Affairs/ Media Relations/ JFO   | POSITION / CONTROL NUMBER:<br>163-520-5595-904 (51463)  | CBID:<br>S01   |
| TENURE:<br>Emergency   | TIME BASE:<br>Intermittent  | WORK WEEK GROUP:<br>E  |
| EFFECTIVE DATE:  | RANGE (IF APPLICABLE):<br>N/A   | PROBATIONARY PERIOD:<br><input type="checkbox"/> 6 Mos. <input type="checkbox"/> 12 Mos. <input checked="" type="checkbox"/> N/A |
| IMMEDIATE SUPERVISOR:<br>Assistant Director, Office of Crisis Communication & Public Affairs   | CONFLICT OF INTEREST CATEGORY:<br><input checked="" type="checkbox"/> Yes <input type="checkbox"/> No | DMV PULL PROGRAM:<br><input checked="" type="checkbox"/> Yes <input type="checkbox"/> No   |
| 1. SUPERVISION RECEIVED:<br>The Information Officer II (IO II) is under the administrative direction of the Assistant Director, Office of Crisis Communication & Public Affairs, in Media Relations.   |   |  |
| 2. SUPERVISION EXERCISED:<br>The IO II may supervise staff assigned to a Joint Information Center, public information project or in field PIO assignment for specific disaster response operations.  |   |  |
| 3. PHYSICAL DEMANDS (SEE ADDITIONAL PAGES)<br>Appropriate business attire for a professional office environment; ability to sit in a normal seated position for extended periods; ability handle multiple tasks can changing priorities effectively. Ability to respond to emergency situations.   |   |  |
| 4. PERSONAL CONTACT (WHO THE EMPLOYEE MAY BE IN CONTACT WITH WHILE PERFORMING DUTIES):<br>The IO II will be in contact with local government, state agencies and the Governor's Press Office, and representatives of many federal agencies. Additionally, one of the primary responsibilities of the incumbent will be to work with members of the media, newspaper, radio, and television, to coordinate press releases, press conferences and interviews, and article submissions.   |   |  |
| 5. ACTIONS AND CONSEQUENCES (AS RELATED TO DUTIES PERFORMED):<br>The IO II supports education and outreach to the public that will aid in individual and community preparedness during emergencies and events. Relaying critical emergency preparedness information and preventive measures will help safeguard public safety.   |   |  |
| 6. EMERGENCY OPERATIONS – ACTIVATION/OPERATIONAL ASSIGNMENT 100%:<br>May be required to work in the State Operations Center (SOC), Regional Emergency Operations Center (REOC), Joint Field Office (JFO), Area Field Office (AFO), Local Assistance Center (LAC), or other location to provide assistance in emergency response and recovery activities. All staff is required to complete operational related training and participate in one of three Readiness Teams that rotate activation availability on a monthly basis if not assigned to an Operational Branch (e.g., Fire/Law/Region/PSC Operations (Technicians)/PSC Engineering (Engineers)). May be required to participate in emergency drills, training, and exercises.<br><br>Staff need to work effectively under stressful conditions; work effectively & cooperatively under the pressure of short leave time; work weekends, holidays, extended and rotating shifts (day/night). Statewide travel may also be required for extended periods of time and on short notice. |   |  |

CONTINUED: EMERGENCY OPERATIONS – ACTIVATION/OPERATIONAL ASSIGNMENT 100%:  
 While fulfilling an operational assignment it is important to understand that you are filling a specific “position” and that position reports to a specific Incident Command System (ICS) hierarchy. This is the chain of command that you report to while on this interim assignment.

On Call/Standby/Duty Officer (if applicable)

If assigned on-call, standby or as a Duty Officer, you are required to be ready and able to respond immediately to any contact by Governor's Office of Emergency Services (Cal OES) Management (including contact from the State of California Warning Center) and report to work in a fit and able condition if necessary as requested.

7. JOB DESCRIPTION/GENERAL STATEMENT:

Under the administrative direction of the Assistant Director, Office of Crisis Communication & Public Affairs, the Information Officer II assists in administering a comprehensive statewide program that informs the public of emergency services objectives and activities before, during and after emergencies. The incumbent may supervise specific personnel and advises Cal OES management and executive staff on the public relations implication of the department activities. Duties include, but are not limited to:

In alignment with our commitment to diversity, equity, inclusion, and accessibility, all Cal OES employees are encouraged to promote and foster an equitable and inclusive workplace environment.

| Percent of time | ESSENTIAL FUNCTIONS  |
|-----------------|--|
| 30%             | <p>Serves as the functional manager of the Community Outreach &amp; Resilience within the Office of Crisis Communication and Public Affairs.</p> <p>Supervisory responsibilities include developing work schedules; making and reviewing assignments; setting workload priorities; monitoring production and program deadlines; identifying problems and taking corrective action; hiring and training staff; developing duty statements; overseeing unit administrative support; monitoring and evaluating job performance; applying progressive discipline in accordance with personnel needs and state guidelines.</p> <p>Depending on the size and complexity of the disaster incident, may be activated to support Joint Information Center activities for surge capacity. Provides leadership to activated staff, as needed.</p>             |
| 25%             | <p>Serves as lead communications staffer on issues of community engagement, education outreach and disaster resilience.</p> <p>Oversees complex statewide education campaigns on disaster preparedness, response and recovery focusing on community outreach with an emphasis on serving California's vulnerable populations.</p> <p>In this capacity, produces and supervises production of new releases, public service announcements, correspondence for the Director, speeches, newsletters, brochures, reports, audio and video presentations, exhibits, and other information vehicles and platforms. Plans, develops, implements, and evaluates outreach and education campaigns, and communications plans to inform the press, public and vulnerable populations. Performs and supervises other general public information activities.</p> |

|                        |   |
|------------------------|---|
| 25%                    | <p>Acts as department spokesperson to the news media, governmental agencies, private industry organizations, and individuals. Plans and coordinates new conferences and other media events.</p> <p>Meets with individuals, organizations, community and others to keep them informed of Cal OES activities. Promotes the knowledge and use of the department services and distributes emergency services information through a wide range of presentations/speeches, personal contacts, and social media (blogs, video, audio).</p> <p>Obtains and disseminates pertinent information from numerous sources to department executive staff and managers.</p> |
| 15%                    | <p>Meets with top management and advises on any public relations implication of proposed actions; attends staff conferences at management level as a regular participating member.</p>  |
| <i>Percent of Time</i> | MARGINAL FUNCTIONS  |
| 5%                     | <p>Other Related Duties: The incumbent will perform other job-related duties as required to fulfill the Cal OES mission, goals and objectives. Additional duties may include, but not be limited to: (a) assisting where needed within the program, which may include special assignments; (b) 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.); and (c) attendance at staff meetings at Cal OES and within the Governor's Office.</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 type="checkbox"/> | <input type="checkbox"/>            | <input checked="" type="checkbox"/> |
| SITTING: At a computer terminal or desk; conferring with employees.   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/>            |
| STANDING:   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/>            |
| BALANCING:  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" 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 checked="" type="checkbox"/> | <input 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"/> |

PHYSICAL AND MENTAL REQUIREMENTS OF ESSENTIAL FUNCTIONS

| Activity  | Not Required             | Less than 25%                       | 25% to 49%                          | 50% to 74%                          | 75% or More                         |
|---|--------------------------|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|
| LIFTING UP TO 10 LBS. OCCASIONALLY:                                 | <input type="checkbox"/> | <input type="checkbox"/>            | <input checked="" 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 type="checkbox"/> | <input checked="" 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 type="checkbox"/>            | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/>            |
| CLIMBING: stairs  | <input type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/>            |
| BENDING AT WAIST:   | <input type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            | <input checked="" 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 type="checkbox"/>            | <input type="checkbox"/>            | <input checked="" 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 type="checkbox"/> | <input type="checkbox"/>            | <input checked="" 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 checked="" type="checkbox"/> | <input 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*