

State of California
 Health and Human Services Agency
DUTY STATEMENT

CLASSIFICATION: Information Officer 1	WORKING TITLE: Information Officer 1
OFFICE: Office of External Affairs	EFFECTIVE DATE: DATE APPROVED:

This position requires the incumbent to maintain consistent and regular attendance; communicate effectively (orally and in writing if both appropriate) in dealing with the public and employees; develop and maintain knowledge and skill related to specific tasks, methodologies, materials, tools and equipment; complete assignments in a timely and efficient manner; and, adhere to California Health and Human Services Agency (CHHS) policies and procedures regarding attendance, leave, and conduct.

Job Summary

Under the direction of the Deputy Secretary of External Affairs and with guidance from External Affairs Associate Secretaries, the Information Officer 1 will perform professional and technical tasks associated with the conduct of a comprehensive program to inform the public of the activities and objectives of the California Health and Human Services Agency (CHHS). This position will also support internal communication efforts to inform CHHS department and office staff.

Knowledge, Abilities, and Desirable Qualifications:

The employee should be familiar with the CHHS mission, goals, organizational structure and major initiatives. The employee must also have a demonstrated positive attitude and a commitment to conduct business in a professional manner in dealing with the public and CHHS clients and provide quality customer service to all customers, and be able to deal tactfully, professionally and confidentially with all internal and external customers and contacts.

Percent of Time	Essential Functions
40%	Respond orally and in writing to media; acts as liaison between CHHS and Department staff and media representatives or the public. Arranges media events, interviews and press briefings. Assists in preparing spokespersons participating in such events. Plans, writes, edits and disseminates information materials (press releases, media advisories, factsheets, etc.). Researches and writes briefing materials and reports for CHHS staff.
25%	Serve as the Department’s social media lead. Provide coordination, consultation and review of social campaign materials from Departments and Offices to ensure appropriateness and consistency of messaging, policies and objectives. Leads CHHS internal communication efforts including coordinating content for the CHHS intranet and the CHHS internal employee newsletter.
20%	Position will serve as the primary backup for to the CHHS webmaster. In this role they will respond to requests for new information to be published online from various content creators. Publish new information within a timely manner after completing review(s) of submitted information. This position will also evaluate proposed CHHS website content for compliance with the Americans with

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Percent of Time	Essential Functions
	Disabilities Act (ADA), Section 508 standards, and WCAG 2.0 Standards, using a variety of diagnostic tools, such as Adobe Acrobat PDF, and federal and state guidelines for implementing accessible web content. Coordinates with content creators to ensure documents, PDFs, presentations, forms, etc. are accessible before posting to the CHHS website; conducts remediation as necessary.
10%	Incumbent will provide support to livestreamed public briefings. Responsible for managing, connecting, and supporting the broadcast via YouTube Live. Monitor public engagement and provide feedback and recommendations to management on user experience.
5%	Incumbent will perform special assignments and other duties as assigned.