

Duty Statement

Department of Managed Health Care

CLASSIFICATION: Information Officer I	POSITION: 251-5595-002	
WORKING TITLE: Information Officer I	OFFICE: Office of the Director/Communications and Planning	EFFECTIVE DATE: DATE APPROVED: 06/17/2020

DEPARTMENT OBJECTIVE:

The mission of the California Department of Managed Health Care (DMHC) is to protect consumers' health care rights and ensure a stable health care delivery system. The DMHC accomplishes its mission by ensuring the health care system works for consumers. The Department protects the health care rights of more than 26 million Californians by regulating health care service plans, assisting consumers through a consumer Help Center, educating consumers on their rights and responsibilities and preserving the financial stability of the managed health care system.

PROGRAM OBJECTIVE:

The Office of the Director (Office) provides leadership and direction to the employees of the DMHC. The Office houses the executive leadership team consisting of the Director, Chief Deputy Director, General Counsel, and the Deputy Directors for Communications and Planning, Legislative Affairs and Policy and Stakeholder Relations. The Office supports and promotes managed care as an effective and efficient health care delivery model by fostering positive working relationships with key stakeholders including licensed health plans, provider associations, consumer groups, state and federal health care agencies, the California Health and Human Services Agency and the Office of the Governor.

GENERAL DESCRIPTION:

Under the direction of the Information Officer (IO) II, and with guidance received from the Deputy Director for Communications and Planning, the IO I assists in replying to media inquiries, and will effectively and collaboratively interact with all levels of internal and external stakeholders, while simultaneously managing multiple projects/assignments. The IO I utilizes advanced written, verbal and oral communication skills; analyzes situations and data accurately; takes independent action; and makes sound decisions. The IO I must have the ability to maintain cooperative relationships and work independently or as part of a team, depending on the situation.

TYPICAL DUTIES:

Employee must be able to perform the following duties with or without reasonable accommodation.

<u>PERCENTAGE</u>	<u>JOB DESCRIPTION</u>
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Essential (E)/Marginal (M)

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| 30% (E) | Conducts research, writes, edits, and disseminates news releases, fact sheets, newsletters, articles, and other material for distribution to the media and the public. Ensures information is presented accurately, logically, clearly, in correct syntax and conforms to the DMHC Style Guide and Web Accessibility Standards. Drafts executive-level correspondence and reports for transmittal to the Health and Human Services Agency, Governor’s Office, Legislature, stakeholders, public and media. Develops briefing materials, talking points, speeches and speaking remarks for agency officials representing the DMHC before the news media and other groups. |
| 25% (E) | Answers inquiries from the public, media and other stakeholders. Screens, researches and formulates responses to media issues and inquiries in a timely manner. Conducts fact-finding interviews with managers and staff in order to advise executive management on media issues. Manages and directs complex and sensitive requests from the media and serves as spokesperson. |
| 25% (E) | Performs robust daily media monitoring and reporting. Maintains thorough media lists and distributes press materials, as needed. Monitors broadcast and print media, maintains files of news clips and other background information. Manages media/public relations-related Departmental web pages, actively maintains and updates all Departmental social media channels (e.g. Facebook, LinkedIn and Twitter) and monitors Departmental online presence and reputation. |
| 15%(E) | Manage public relations-related projects, contracts and vendors. Working with the Office of Administrative Services, procure new contracts, products and services, as necessary. Serves as logistics coordinator for media events and availabilities. |
| 5% (M) | Acts as first point of contact in the IO II’s absence. When called upon, perform a variety of additional communications-related tasks for the Director, Chief Deputy Directors & Deputy Directors. Attends, photography/video records, and chronicles for social media internal and external events. |

SUPERVISION EXERCISED OVER OTHERS:

Does not supervise others.

KNOWLEDGE, ABILITIES AND ANALYTICAL/SUPERVISORY REQUIREMENTS:

The employee should be familiar with DMHC mission, goals, organizational structure and major work programs. 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 department 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. In addition, the employee must be able to handle multiple projects simultaneously and meet deadlines, eagerness to learn and take initiative. Must have strong proofreading skills to complete assigned work and to review for accuracy. The employee must be able to effectively communicate information to and consult with staff at all levels both within and outside the Department in order to complete work assignments. Have the ability to reason logically and use analytical techniques to solve difficult problems; research, understand, interpret and articulate applicable laws, rules and regulations; analyze and apply legal principles and precedents to particular sets of facts; provide clear, concise, and effective written documentation and oral presentation.

CONSEQUENCE OF ERROR/RESPONSIBILITY FOR DECISIONS:

The employee may have access to very sensitive and confidential information. Careless, accidental or intentional disclosure of information to unauthorized persons can have far-reaching effects, which may result in civil or criminal action against those involved.

PHYSICAL, MENTAL AND EMOTIONAL REQUIREMENTS:

Employees may be required to sit for long periods of time using a keyboard and video display terminal or traveling in a vehicle to other locations; must be able to organize and prioritize their work under deadline situations and adapt behavior and work methods in response to new information, changing conditions or unexpected obstacles; will be involved with sustained mental activity needed for analysis, reasoning and problem solving; must be able to develop and maintain cooperative working relationships, recognize emotionally charged issues, problems or difficult situations and respond appropriately, tactfully and professionally; and must be able to work independently. The employee must be able to create/proactively support a work environment that encourages creative thinking and innovation; understand the importance of good customer services and be willing to develop productive partnerships with managers, supervisors, other employees, and, as required, control agencies and other departments.

WORK ENVIRONMENT:

The employee will work in a climate-controlled office under artificial lighting. There will be occasional fluctuations in temperature. The employee will work in a cubicle and will periodically attend meetings and/or training outside of his/her assigned office. The employee will work in and/or visit offices located in a high rise building accessed through elevators.

POSITION REQUIREMENTS:

This position requires the incumbent maintain consistent and regular attendance; communicate effectively (orally and in writing if both appropriate) in dealing with the public and/or other 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 departmental policies and procedures regarding attendance, leave, and conduct.

ADDITIONAL REQUIREMENTS:

This position is required under the DMHC’s Conflict of Interest Code to complete and file a Form 700 within 30 days of appointment and annually thereafter.

SIGNATURES:

The statements contained in this duty statement reflect details as necessary to describe the principal functions of this job. It should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including work in other functional areas to cover absence of relief, to equalize peak work periods or otherwise to balance the workload.

Employee: I have read and understand the duties listed above and can perform them with/without Reasonable Accommodation (RA). *(If you believe you may require Reasonable Accommodation, please discuss this with the hiring supervisor. If you are unsure whether you require Reasonable Accommodation, inform the hiring supervisor, who will discuss your questions and/or concerns with the RA Coordinator.)*

Supervisor: I have discussed the duties with and provided a copy of this duty statement to the employee named above.

EMPLOYEE NAME (PRINT)		SUPERVISOR NAME (PRINT)	
Employee's Signature	Date	Supervisor's Signature	Date