

State of California  
GOVERNOR'S OFFICE OF EMERGENCY SERVICES

**POSITION DUTY STATEMENT**

BU: 2, 7, & Non-represented

EMPLOYEE	CLASS TITLE: Staff Services Manager II	HEADQUARTERS: Mather Campus
PROGRAM/UNIT: Crisis Communications & Public Affairs / Media Relations / Creative Services Unit	POSITION NUMBER: 163-117-4801-xxx (11492)	CBID: S01
TENURE: Permanent	TIME BASE: Full Time	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 of Media Relations	CONFLICT OF INTEREST CATEGORY: <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	DMV PULL PROGRAM: <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No

**1. SUPERVISION RECEIVED:**

The Staff Services Manager II (SSM II) is under the general direction of the Assistant Director, Media Relations.

**2. SUPERVISION EXERCISED:**

Manages and directs a team of subordinate staff on policy implementation strategies engaged in critical disaster preparedness, response and recovery functions.

**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. Appropriate business attire for a professional office environment.

**4. PERSONAL CONTACT (WHO THE EMPLOYEE MAY BE IN CONTACT WITH WHILE PERFORMING DUTIES):**

This position will have contact with internal California Governor's Office of Emergency Services (Cal OES) staff and branches, external state agencies, local government representatives, public groups, and individuals or high-level administrators.

**5. ACTIONS AND CONSEQUENCES (AS RELATED TO DUTIES PERFORMED):**

Failure to effectively perform the duties of the position will result in the department's inability to ensure consistency and compliance with state and federal law; regulation; policies; plans and procedures. This could result in statewide impacts; including, but not limited to; loss of state and federal disaster assistance funding and/or regulatory compliance; as well as audit findings.

**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. If contacted by Cal OES management of the California State Warning Center for activation in support of an emergency or disaster incident, members of the permanent IST must make contact as soon as possible.

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:**

Under the general direction of the Assistant Director, the SSM II is responsible for planning, directing, and managing the Creative Services Unit with the Office of Crisis Communications & Public Affairs. This includes a wide range of complex managerial tasks including monitoring broadcast and print media, disseminating key public information through audiovisual channels, facilitating the livestreaming of live-events, providing support for media events and supporting the transition of messaging from response to recovery.

Percent of Time	Essential Functions
35%	<p><b><u>SUPERVISION</u></b> Responsible to effectively direct and manage the audiovisual and multimedia communication efforts for staff engaged in critical disaster preparedness, response and recovery functions. Develops workforce excellence by providing quality supervision, training, and guidance to staff within the Multimedia Services Unit. Reviews assignments, monitors program products and deadlines, identifies program problems and takes corrective action. Coordinates and directs resources effectively; developing, reviewing, and approving all agency-related documentation; soliciting and ensuring necessary input from and coordination with all persons contacted in the course of work; making financial, programmatic, and administrative decisions on all aspects of the program.</p>
30%	<p><b><u>PROGRAM MANAGEMENT</u></b> Provides leadership and managerial direction to staff to ensure quality control and project completion on multimedia initiatives. Directs, and empowers staff to ensure they are customer service-focused innovators and problem solvers providing a high level of service and technical expertise in their delivery of services. Ensure staff identifies innovative opportunities and makes recommendations for potential consideration for the strategic plan, undertakes department-wide projects, and anticipates the needs of, and impacts on, disaster recovery program and operation. Serves as a key consultant with organizational leaders to develop and implement strategic, multi-faceted communications, outreach and marketing program designed to strengthen public awareness of emergency. Manages and expand a team of televisions specialists, graphic designers and multimedia content producers. Oversees the prioritization and production of infographics, animations, photo, videos and other multimedia assets that support the department's overall mission. Facilitates the successful livestreaming of meetings, events and press conferences. Is responsible for the simultaneous management of multiple concurrent, high-priority priority communications projects. Develops and evolves the Cal OES multimedia content strategy in a manner that extends and supports the departments overall strategic objectives.</p>
25%	<p><b><u>SUPPORT</u></b> Establishes and maintains contact with federal, state, local, and voluntary agencies and organizations participating in disaster response, relief and recovery operations; reviews the operations of state and federal creative services programs; and works with external stakeholders to ensure prompt resolution of Crisis Communications issues. Educates local governments and other eligible applicants in creative services. The position reports on special occurrences or events (e.g. accidents, executive requests, and political situations) to executive management and assists in developing and updating the unit/division/branch's action plan. During activations, provides a high level of autonomy and leadership while working within the Incident Command System (ICS) structure to provide expertise and guidance on matters related to videos, graphics, audiovisual and multimedia support.</p>
5%	<p><b><u>COORDINATION</u></b> Participate in representing the Recovery Operations Directorate at meetings and conferences; make presentations on disaster activities to executive staff and professional associations, assisting in JFO; participating in drills, training exercises, and disaster recovery operations; coordinating with other Branch/Section Managers; Regional Administrators; and representatives of other state and federal agencies to promote effective implementation of Cal OES objectives and disaster assistance programs.</p>

Percent of Time	<b>Marginal Functions</b>
<b>5%</b>	<p><b><u>OTHER RELATED DUTIES AS REQUIRED</u></b>  Performs other related duties as required to fulfill the Cal OES mission, goals, and objectives. Additional duties may include, but are not 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 and (c) attending staff meetings.</p>
<b>OTHER INFORMATION</b>	
<p>This position may require extended travel during disaster recovery operations.</p> <p>Incumbent must possess good communication skills; use sound judgment in decision-making; exercise creativity and flexibility in problem identification and resolution; manage time and resources effectively; and be responsive to Cal OES management needs. The incumbent must implement good management practices; have the understanding of and ability to effectively implement Cal OES and State Personnel Board and Department of Personnel Administration personnel management policies; and the ability to develop subordinate supervisors.</p>	

**PHYSICAL AND MENTAL REQUIREMENTS OF ESSENTIAL FUNCTIONS**

<b>Activity</b>	<b>Not Required</b>	<b>Less than 25%</b>	<b>25% to 49%</b>	<b>50% to 74%</b>	<b>75% or More</b>
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 type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**PHYSICAL AND MENTAL REQUIREMENTS OF ESSENTIAL FUNCTIONS**

<b>Activity</b>	<b>Not Required</b>	<b>Less than 25%</b>	<b>25% to 49%</b>	<b>50% to 74%</b>	<b>75% or More</b>
LIFTING UP TO 20 LBS. OCCASIONALLY AND/OR 10 LBS. FREQUENTLY:	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" 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 type="checkbox"/>	<input checked="" 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 type="checkbox"/>	<input checked="" 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*