

**DUTY STATEMENT** CEA 66 (Rev. 07/2022)

Instructions: Complete each section of the form.

If the item is not applicable to the position, enter N/A.

CURRENT

DEPARTMENT

Internal Operations

CIVIL SERVICE CLASSIFICATION TITLE C.E.A. (M01)		BARGAINING UNIT	TENURE C	TIME BASE Full-Time	INTERMITTENT HOURS PER MONTH NA
POSITION NUMBER 341-500-7500-901		CURRENT DATE 11/21/2022			
DESIGNATED POSITION FOR CONFLICT OF INTEREST <input type="checkbox"/> NO <input checked="" type="checkbox"/> YES		BILINGUAL POSITION <input checked="" type="checkbox"/> NO <input type="checkbox"/> YES Approval Date:		FOR HUMAN RESOURCES USE ONLY	
				APPROVED BY Danielle Dammann <small>Digitally signed by Danielle Dammann Date: 2022.11.21 10:25:30 -0800</small>	DATE

**VISION, MISSION, AND VALUES STATEMENT**

The California Earthquake Authority (CEA) is a not-for-profit public instrumentality of the State of California. The CEA is the nation's largest provider of residential earthquake insurance, issuing the clear majority of residential earthquake insurance policies in California. CEA earthquake insurance policies are sold and administered solely by California insurance companies that have joined the CEA, known as "participating insurers." While privately financed (through policyholder insurance premiums and participating insurer capital contributions), the CEA's earthquake insurance business is publicly managed by a Governing Board consisting of the State of California's Governor, Treasurer, and Insurance Commissioner, and two ex officio members appointed by leaders in the Legislature. The CEA operates outside the state budget and receives no funding from the State of California, and thus is not subject to a number of governmental reporting and regulatory requirements that might apply to state agencies, but the CEA is permitted to employ civil servants. Core Values at the CEA: All CEA Employees are expected to adhere to the following core values:

- **Excellence and Integrity** - We provide excellent service to our policyholders to help them understand and mitigate their exposure to earthquake damage, while operating with uncompromising honesty and integrity.
- **Collaboration and Respect** - We engage with all stakeholders (policyholders, participating insurers, policymakers, the public and our workforce) with a spirit of teamwork and a commitment to diversity and inclusion.
- **Perseverance and Innovation** - We operate with an intense focus on organizational resilience to ensure we are ready to meet the challenge of the next damaging earthquake. We constantly improve our readiness by applying creative and innovative approaches to meet the needs of our policyholders and participating insurers.

**POSITION SUMMARY**

Briefly (1-3 sentences) describe the main purpose and function of the position, reporting relationships and the organizational settings:

Under the general direction of the Chief Executive Officer (CEO) of the California Earthquake Authority (CEA), the Chief Administrative Officer (CAO) serves on the CEA's executive management team and is responsible for all aspects of Administrative Services management. The CAO participates in the development and implementation of the CEA's Strategic Plan and is responsible for initiating, implementing, and managing administrative principles and practices addressing:

Strategic Business Management; Workforce and Succession Planning; Classification and Consultation; Performance Management; Training and Development; Examinations; Compensation; Payroll and Benefits; Health and Safety; Equal Employment Opportunity; Workers' Compensation; Labor Relations; Facilities Maintenance; Vendor Management; HR Technology; Recruitment and Retention; Career Services; Disability Leave; Employee Assistance Program; Onboarding and Offboarding; Culture and Wellness Programs; Change Management; Business Continuity; HR and Administrative Services Budgets; Project Management; and Risk Management.

The CAO is also responsible for leading and directing CEA Administrative Services to ensure a safe, secure, well-maintained, and comfortable workplace; and delivery of the highest level of customer service to employees, external customers, and visitors.

**WORKING CONDITIONS**

This position requires the incumbent to communicate effectively orally and in writing, with or without reasonable accommodation, with the public, government officials, and/or other employees; develop and maintain knowledge and skills related to specific tasks, methodologies, materials, tools, and equipment; complete assignments in a timely and efficient manner; adhere to CEA policies and procedures regarding attendance, leave, and conduct and promote awareness of the Bagley-Keene Act, Conflicts of Interest Code, anti-trust laws, and other compliance related laws and regulations applicable to the CEA.

*Additional working conditions applicable to this position (e.g., travel, work schedule hours, etc.)*

**ESSENTIAL PHYSICAL CHARACTERISTICS**

Daily access to and use of a personal computer, photocopier, fax machine, telephone and other office related equipment is essential. Movement is consistent with office work and requires the incumbent to frequently remain in a stationary position. The incumbent must occasionally move equipment weighing up to 50 pounds. When dictated by workload and systems maintenance, the incumbent may work a varying work schedule and be on-call during non-normal business hours. Note: Some of the above requirements may be accommodated for otherwise qualified individuals requiring and requesting such accommodations.

**ESSENTIAL & NON-ESSENTIAL FUNCTIONS**

Indicate the duties of the position and the percentage of time spent on each. Group related tasks under the same percentage.  
 (Use additional sheet if necessary)

PERCENTAGE OF TIME PERFORMING DUTIES

**Essential Functions**

30%

**POLICY ADMINISTRATION**

Responsible for formulation, development and implementation of policies and decision-making authority in executing Human Resources' and Administrative Services' strategy of CEA's overall mission, objectives, organizational plan, and strategic direction. Recommend improvement to new and existing policies and practices, when needed.

Oversee all aspects of human resources and administrative services management practices and operations and provide strategic support to the Chief Executive Officer, CEA's Governing Board, California Catastrophe Response Council, and executive management team while ensuring compliance with federal and state employment laws, the State of California's civil service rules and regulations, mandated changes, strategic plans and initiatives set forth or authorized by the CEA Governing Board and the California Catastrophe Response Council.

Serve as policy advisor to provide extensive policy and program consultation and advice to the Chief Executive Officer, CEA's Governing Board, California Catastrophe Response Council, executive staff, and senior leadership regarding sensitive, complex and critical administrative and human resources issues, performance management, workforce strategy and organizational restructuring decisions.

Monitor and make policy recommendations on the impact of legislation and regulations on CEA programs.

30%

**LEADERSHIP**

Build the CEA's HR business acumen to ensure an understanding of the strategic relationship between effective human resource and administration management and the CEA's core business functions.

Exercise administrative control over day-to-day operations, with direct management control of the CEA's Human Resources and Administrative Services departments' activities and performance of staff responsible for the following:

Strategic Business Management; Workforce and Succession Planning; Classification and Consultation; Performance Management; Training and Development; Examinations; Compensation; Payroll and Benefits; Health and Safety; Equal Employment Opportunity; Workers' Compensation; Labor Relations; ; HR Technology; Recruitment and Retention; Career Services; Disability Leave; Employee Assistance Program; Onboarding and Offboarding; Culture and Wellness Programs; Change Management; Facilities Maintenance; Vendor Management, Business Continuity; HR and Administrative Services Budgets; Project Management; and Risk Management.

Plan, organize, manage, and oversee the work activities of staff to ensure delivery of the highest level of customer service and support. Seek customer feedback to investigate ways to improve the customer experience. Analyze customer feedback to proactively develop innovative services to meet their needs. Create service level agreements so customers know what to expect. Assign work and priorities and adjust as needed to meet customers' needs. Fulfill commitments and ensure ongoing workload as well as critical assignments are completed in a timely manner.

Assess and identify CEA-wide priorities and implement organizational strategy to meet goals and deadlines collaboratively. Develop and maintain effective partnerships with CEA leadership to ensure their operational needs are considered when process and/or procedure changes are being explored.

As a member of CEA's senior leadership team, participate in the development of CEA's Strategic Plan, including the creation of performance metrics to monitor and track progress. Participate in strategic and risk management planning sessions and develop related initiatives to meet the items outlined in CEA's strategic plan.

30%

Serve as a sponsor of key strategic initiatives and activities including diversity and culture programs. Communicate successfully in a diverse community with individuals from varied experiences, perspectives and backgrounds.

Create an environment in which employees respect and value different cultures, ideas, and experiences. Encourage diversity of thought to enable creative and innovative solutions. Develop and apply strategies to promote a culture that benefits from diverse strengths. Leverage experiences and strengths to create complementary team assignments.

**MANAGEMENT**

Align the CEA's HR and administrative practices to ensure compliance with ethics, standards, policies, procedures, and processes that are consistent with the organization's goals, objectives, policies, federal and state laws, and the rules of the California Department of Human Resources (CalHR), State Personnel Board (SPB), the State Controller's Office (SCO), CEA's Legal and Compliance Department and other state business partners. Identify ethical dilemmas and conflicts of interest and take appropriate action.

Serve as a liaison with the CalHR and have a proactive collaborative relationship for all issues related to employee salaries and benefits, job classifications, civil rights, training, exams, recruitment, retention and labor. Lead the management of relationships with entities which supply the CEA specialized, non-employee temporary staff. Responsible for CEA's exclusive delegation, ensuring integrity, and consistency with the standards and guidelines of the administration of personnel management.

Represent the CEA before control agencies, public and private agencies, or other professional organizations on human resources and administrative issues as appropriate. Represent the CEA at personnel-related hearings and investigations. With appropriate delegation, act in the absence of the Chief Executive Officer to negotiate settlements and agreements regarding personnel matters.

Create a climate where everyone knows their purpose and their role in achieving mission driven outcomes. Generate excitement, enthusiasm, and commitment in people by translating the organization's mission, vision, and values into terms that are relevant to the work performed. Foster a culture that promotes employee engagement through regular communication and interaction.

Empower teams to use the information and resources available to make decisions that drive results. Empower others through appropriate and challenging assignments that build employees skills and knowledge. Set clear expectations, provide timely and constructive feedback, and collaborate to determine mission driven outcomes.

Provide support and promote coaching and mentoring across levels and create opportunities for employee development. Inspire others to grow and provide resources for staff development on a continual basis. Publicly recognize excellence in individual and team performance.

Develop, lead, and manage the CEA's Workforce and Succession Plans which include analyzing the current workforce, identifying future long- and short-term needs, identifying related gaps and implementation of solutions so the CEA can accomplish its mission, goals, and objectives.

Using personnel best practices, develop recruitment plans and outreach activities to attract the most qualified candidates and retain quality talent. Lead policy initiatives and develop new and innovative approaches to hire, train, and retain a skilled and resilient workforce.

Lead and manage the recruitment and selection process of executive and senior manager positions. Research, develop, and administer compensation and benefits programs for executive and senior management employed through an employment agreement. Execute employment agreements in collaboration with the CEA's General Counsel.

Responsible for overseeing the overall administration, improvement, innovation and modernization of CEA's human resource and administrative functions through all units.

Lead teams in designing and implementing change management strategies and plans. Identify stakeholders, seek buy-in and facilitate collaboration. Foster mutually beneficial relationships by creating collaborative networks to achieve organizational goals. Authorize resources for tools to support the organization's mission and strategic goals.

Develop and administer health and safety programs and comprehensive employee wellness policies and initiatives for all staff, including civil service, and temporary staff.

Lead preparation, monitor and manage the HR and administrative budgets, promoting efficient and effective use of resources, and advocate for additional resources to meet strategic goals and objectives. Plan, administer, and control budgets for contracts, equipment and supplies managed by Administrative Services.

Develop and manage the CEA’s facility management policies, programs and procedures to ensure a safe, secure, well-maintained, and comfortable workplace, and delivery of the highest level of customer service to employees, external customers, and visitors.

Continually assess assigned procurement, facilities, and business and contract services programs for risks to ensure the sustainability of critical business processes. Mitigate risk to ensure work products are following information security policy and recommend enhancements as needed.

Represent the CEA in all negotiations with building management, vendors and construction companies. When needed, lead and direct construction and renovation projects.

Develop and implement a Business Continuity Plan in conjunction with other areas of CEA.

Develop, implement, and promote policies and procedures that ensure a work environment free of harassment and discrimination. Model appropriate workplace behavior and intervene promptly if inappropriate behavior occurs.

5%

**PROJECT MANAGEMENT**

In conjunction with the CEA’s Governing Board, California Catastrophe Response Council, and the CEO’s direction and working with other members of executive staff as necessary, manage follow-through of CEA-wide ideas, initiatives, and projects. Create methods by which CEA’s executive team tracks the implementation of all program-level objectives throughout the organization.

Advance realistic quantifiable milestones and measurements that elevate organizational performance. Translate objectives into specific measurable metrics and articulate the approach necessary to achieve outcomes.

Develop HR and administrative organizational intelligence using data, evidence-based research, benchmarks, and performance metrics. Oversee the development and implementation of performance goals and metrics and monitor progress towards goal achievement.

**Non-Essential Functions**

5%

Act on behalf of the Chief Executive Officer in their absence.

**TOTAL** 100%

The duties of this position are subject to change and may be revised as necessary. I have read and understood the duties listed above and I can perform these duties with or without reasonable accommodation. I have discussed the duties of this position with my supervisor and have received a copy of the duty statement.

PRINT EMPLOYEE'S NAME	EMPLOYEE'S SIGNATURE	DATE
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I have discussed the duties of this position with and have provided a copy of this duty statement to the employee named above.

PRINT SUPERVISOR'S NAME	SUPERVISOR'S SIGNATURE	DATE
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**DUTY STATEMENT** CEA 66 (Rev. 07/2022)

Instructions: Complete each section of the form.

If the item is not applicable to the position, enter N/A.

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**INSTRUCTIONS FOR COMPLETING THE CEA 066****CURRENT/PROPOSED:** Select the appropriate option to indicate whether the duty statement is current or proposed.**DEPARTMENT:** Provide the name of the department.**CIVIL SERVICE CLASSIFICATION TITLE:** Select the official civil service classification title of the position from the list. If the classification is not listed, select "Other" and manually enter the civil service classification title.**BARGAINING UNIT:** This is the three-character code assigned to each job classification designating if a classification is rank and file (R), managerial (M), supervisory (S), confidential (C), excluded (E), exempt (E), or unassigned (U); as well as the bargaining unit number to which the classification is assigned (e.g., R04, S01).**TENURE:** Select the appropriate tenure of the position (i.e., Permanent, Limited-Term, Temporary) from the list.**TIME BASE:** Select the appropriate time base for the position (i.e., Full-Time, Part-Time, Intermittent) from the list.**INTERMITTENT HOURS PER MONTH:** Provide the number of hours per month approved for the intermittent position.**POSITION NUMBER:** Enter "341", followed by the three-digit department code (e.g., 100), four-digit civil service classification code (e.g., 1139), and three-digit serial number (e.g., 901). The position number shall be entered with no spaces or hyphens; the hyphens will automatically populate upon exiting the field.**CURRENT DATE:** Enter the date the CEA 66 is being prepared for submission to Human Resources.**DESIGNATED POSITION FOR CONFLICT OF INTEREST:** Refer to Human Resources and check the appropriate box to indicate whether or not the position is designated for Conflict of Interest.**CONFIDENTIAL DESIGNATION:** The definition of "confidential" is specifically and solely related to employer-employee relations and does not encompass confidential information, duties, or issues outside of employer-employee relations. If the request for confidential designation has been made to, or approved by, California Department of Human Resources, check "yes."**APPROVED BY and DATE:** These fields are for Human Resources use only.**FUNCTION OF POSITION:** Complete the fields shaded in yellow by entering the proper level of supervision received, the civil service classification to which the position reports, the position's function in general terms, and the position's work unit/section/office in the field entry box displayed [e.g., Under the general supervision of the Office Services Supervisor I (Typing), the Office Assistant (Typing) is responsible for uniformed timekeeping, collision reports, arrest reports, and general clerical support for the Modesto Area].**WORKING CONDITIONS:** Complete the field with additional working conditions that apply to this position. If field is not applicable add N/A.**POSITION FUNCTIONS:** A complete and up-to-date description of the duties assigned to the position shall be written in clear, concise language. Abbreviations and acronyms shall be spelled out initially. Obscure or vague expressions or terms, such as process, analyze, maintain, coordinate, or monitor, shall be either avoided or explained. The duties shall be compatible with the classification specification and labor agreements. The time spent performing each duty shall be indicated by a percentage and listed in descending order. Essential and nonessential functions combined shall total 100 percent. The duties of the position should be reviewed annually for accuracy. If changes are needed, current and proposed versions shall be submitted to Human Resources for review and approval.**ESSENTIAL FUNCTIONS:** Describe the primary functions of the position. Essential functions are the primary reason the position exists. The incumbent must be capable of performing the duties with or without reasonable accommodation. Group related tasks under the same percentage. No one essential function should be more than 55 percent.**MARGINAL FUNCTIONS:** Describe the marginal duties of the position. These duties may or may not need to be performed on a daily basis. Removal of these duties will not alter the duties of the position. Marginal functions can be lessened or removed for accommodation requests. Nonessential functions cannot exceed 10 percent total, or 5 percent per duty.