

Governor’s Office of Service and Community Engagement
Position Duty Statement

PROGRAM CALIFORNIA VOLUNTEERS		POSITION NUMBER (Agency – Unit – Class – Serial) 428-655-4802-XXX				
BRANCH Choose an item.		CLASSIFICATION TITLE Staff Services Manager III				
SECTION/UNIT (If applicable) N/A		WORKING TITLE Program Manager – Peer Exchange and Training				
REGIONAL HUB		COI Yes	WWG E	CBID M01	TENURE P	TIME BASE FT
WORK SCHEDULE M-F 8am-5pm	SUPERVISION EXERCISED None	SPECIFIC LOCATION ASSIGNED TO				
INCUMBENT (If known)		EFFECTIVE DATE				
PRIMARY DOMAIN (IT positions only)	N/A					

AGENCY OVERVIEW

The Governor’s Office of Service and Community Engagement (GO-Serve) elevates paid service and volunteerism in the state, promotes more youth and community engagement, and advances public awareness and outreach campaigns to tackle the state’s most pressing challenges. GO-Serve consists of the Office of Community Partnerships and Strategic Communications (OCPSC), California Volunteers (CV), and the Youth Empowerment Commission (YEC).

GENERAL STATEMENT

Under the general direction of the Program Planning and Innovation Director (CEA B), the Program Manager – Peer Exchange and Training (Staff Services Manager III) is a key leader supporting the evaluation, continuous improvement, and training development for CV programs and initiatives. The primary role is to provide regular opportunities for CV programs (College Corps, Climate Action Corps, Youth Service Corps, AmeriCorps) across the state to share the best practices and lessons learned, and to design and deliver training sessions and peer exchange opportunities for program staff at partner organizations.

% of time performing duties	Indicate the duties and responsibilities assigned to the position and the percentage of time spent on each. Group related tasks under the same percentage with the highest percentage first. <i>(Use addition sheet if necessary)</i>
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35%

ESSENTIAL FUNCTIONS

Serves as a key project leader to implement the peer learning and training strategy for CV programs (College Corps, Climate Action Corps, Youth Service Corps, AmeriCorps). Consults with CV program managers and senior team members to design and build peer learning communities of practice to address common challenges and share best practices. Design, launch, and manage peer learning communities of practice that foster collaboration, shared learning, and collective problem-solving. Identify common challenges across program stakeholders and create structured opportunities for the exchange of solutions, tools, and effective practices. Collaborates closely with the internal program teams to co-create peer learning strategies. Evaluate the effectiveness of peer learning and training programs, using feedback and data to continuously improve design and delivery. Develop relevant content, tools, and resources to support engagement and knowledge sharing within communities of practice.

30%	Builds cohesive peer learning communities of practice for CV programs. Plans, directs, and facilitates a monthly meeting virtually and in-person to address challenges and best practices. Designs and delivers dynamic, interactive group training sessions for partner organizations. Supports the development of comprehensive onboarding resources and toolkits to guide new program staff at partner campuses. Assists in identifying and closing knowledge gaps through targeted resources, coaching, and follow up training sessions. Collaborates cross functionally with internal program teams to shape the direction, format, and goals of peer learning and training initiatives. Track and reports on key performance indicators related to peer learning and training engagement, effectiveness, and impact.
20%	Develops and maintains a comprehensive materials library, including resource documents and templates, to support effective program design and implementation statewide. Identifies and implements innovative strategies to capture and share best practices and impactful field stories. Manages partner contact information in Salesforce, ensuring data is regularly updated to support accurate and timely communication.
10%	Provides support to the Program Planning and Innovation Director by responding to internal and external requests in order to maintain business functionality and to ensure operations continue. Participates in staff meetings, attends training, provides work status reports, handles special projects, and serves on inter-agency working groups.
5%	<p>MARGINAL FUNCTIONS</p> <p>Performs other job-related duties as requested.</p>
	<p>KNOWLEDGE AND ABILITIES</p> <p><i>Knowledge of:</i> Principles, practices, and trends of public and business administration, including management and supportive staff services such as budget, personnel, management analysis, planning, program evaluation, or related areas; principles and practices of employee supervision, development, and training; program management; formal and informal aspects of the legislative process; the administration and department's goals and policies; governmental functions and organization at the State and local level; department's Affirmative Action Program objectives; and a manager's role in the Affirmative Action Program and the processes available to meet affirmative action objectives.</p> <p><i>Ability to:</i> Reason logically and creatively and utilize a variety of analytical techniques to resolve complex governmental and managerial problems; develop and evaluate alternatives; analyze data and present ideas and information effectively both orally and in writing; consult with and advise administrators or other interested parties on a wide variety of subject-matter areas; gain and maintain the confidence and cooperation of those contacted during the course of work; review and edit written reports, utilize interdisciplinary teams effectively in the conduct of studies; manage a complex Staff Services program; establish and maintain project priorities; develop and effectively utilize all available resources; and effectively contribute to the department's affirmative action objectives.</p> <p>DESIRABLE QUALIFICATIONS:</p> <ul style="list-style-type: none"> • Demonstrated experience designing and implementing peer learning communities, training programs, or communities of practice. • Proven ability in facilitating engaging, interactive meetings, and training sessions for diverse stakeholder groups. • Proven ability to build trust and collaborate effectively with internal teams and external partners, including campuses, nonprofits, or community-based organizations. • Ability to identify common challenges across stakeholders and create structured, innovative

	<p>strategies to promote knowledge sharing and collective problem-solving.</p> <ul style="list-style-type: none"> • Experience developing toolkits, onboarding materials, templates, and resource libraries that support professional learning and organizational development. • Experience using data, feedback, and key performance indicators to evaluate and continuously improve training and engagement strategies. • Demonstrates both strong attention to detail and strategic thinking, with the ability to manage multiple projects simultaneously, meet deadlines, and adapt effectively to shifting priorities and evolving circumstances. • Familiarity with Salesforce or other CRM platforms for tracking partner engagement and maintaining accurate contact information. • Strong written and verbal communication skills, with the ability to synthesize complex ideas into clear, actionable content. • Passion for public service, equity, and the mission of supporting service programs, such as College Corps, Climate Action Corps, Youth Service Corps, and AmeriCorps. <p>SPECIAL PERSONAL REQUIREMENTS: The incumbent must be detail-oriented and possess strong written and verbal communication skills. Highly organized, creative, and self-motivated with the ability to prioritize and manage multiple projects simultaneously in a fast-paced team office environment. Demonstrated ability to act independently and as a member of a team with open-mindedness, flexibility, and tact. Ability to problem-solve and use critical and creative thinking to effectively perform work. Display good interaction skills and the ability to deal professionally, congenially and in a personable manner with the public, other governmental entities, and staff at all levels. Communicate successfully in a diverse community as well as with individuals from varied backgrounds.</p> <p>SPECIAL PHYSICAL CHARACTERISTICS: Persons appointed to this position must be reasonably expected to exert up to 10lbs. of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects with or without a reasonable accommodation. Involves sitting most of the time but may involve walking or standing for brief periods of time. Occasional/overnight travel up to 10% may be required.</p>
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The statements contained in this duty statement reflect general 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 balance the workload.

SUPERVISOR'S STATEMENT: I HAVE DISCUSSED THE DUTIES OF THE POSITION WITH THE EMPLOYEE AND HAVE PROVIDED A COPY OF THE DUTY STATEMENT TO THE EMPLOYEE.

SUPERVISOR'S NAME (Print)	SUPERVISOR'S SIGNATURE	DATE
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EMPLOYEE'S STATEMENT: I HAVE READ AND UNDERSTAND THE DUTIES LISTED ABOVE AND CAN PERFORM THESE DUTIES WITH OR WITHOUT REASONABLE ACCOMMODATION. (IF YOU BELIEVE REASONABLE ACCOMMODATION IS NECESSARY, DISCUSS YOUR CONCERNS WITH YOUR HIRING SUPERVISOR. IF UNSURE OF A NEED FOR REASONABLE ACCOMMODATION, INFORM YOUR HIRING SUPERVISOR, WHO WILL DISCUSS YOUR CONCERNS WITH HUMAN RESOURCES OFFICE).

EMPLOYEE'S NAME (Print)	EMPLOYEE'S SIGNATURE	DATE
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