

DUTY STATEMENT

Classification: Staff Services Manager I	
Working Title: Web Team Manager	
Program: Office of Communications	
Division: Office of Communications	
Section: Digital Media Section	
Branch:	
Unit: Web Team	
Office Location: 1501 Capitol Avenue, Sacramento, CA 95814	
COI Position: ☐ Yes ☒ No	Telework Eligible: ☒ Yes ☐ No
CBID: S01	Position Number: 803-050-4800-010
Bilingual Position: ☐ Yes ☒ No	Specify Language: Not Applicable
This position requires the incumbent to perform their essential functions; maintain consistent and regular attendance in-person and/or virtually; to communicate effectively and professionally, both orally and in writing; to develop and maintain knowledge and skills related to specific tasks, methodologies, materials, tools, and equipment; to complete assignments in a timely manner; and to adhere to departmental policies and procedures regarding attendance and conduct including those outlined in the Health Administrative Manual and the DHCS Telework Program. To promote collaboration and connection, essential functions are generally in-person consistent with the DHCS Telework Program and pursuant to an approved Telework Agreement.	
Job Summary: Under general direction, the Staff Services Manager (SSM) I assists the SSM II in overseeing the Department's website, ensuring updated and accurate content while adhering to accessibility guidelines and laws. They supervise the Web Team, respond to inquiries, analyze website analytics, and recommend improvements.	

Job Summary (cont):

The duties contained in this job description 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. The incumbent of this position may perform other duties (commensurate with this classification) as assigned, including work in other functional areas to cover during absences, to equalize peak work periods or to otherwise balance the workload.

Description of Duties:	
% of Time	Essential Functions
40%	Ensure content published on the Department's website is updated, accurate, and does not contain any technical issues. Supervise and train the Department's Web Team to ensure effective promotions of programs and policies on the department's website. Evaluate proposed and existing DHCS web page content for compliance with the latest version of the Web Content Accessibility Guidelines and applicable state and federal laws. Offer timely responses to inquiries about the website to internal and external parties. Responsible for analyzing website analytics, and recommending changes based on industry practices and trends to increase the public's interest. Assist in formulating and implementing the Department's web information strategy and tactics for DHCS' website (dhcs.ca.gov) and its satellite web content and maintenance. Review and understand all new interagency web initiatives guidelines set forth by the state and department to ensure DHCS is aligned with state strategic direction and web standards, where appropriate. Ensure new information is published in a timely manner after a completed review of the submitted information.
30%	Supervise, mentor, train, and guide staff. Assign work, monitor deadlines, and evaluate employee performance. Issue probationary reports, annual performance evaluations, and provide regular feedback and coaching to staff. Set employee schedules, assess and approve leave requests, and evaluate staffing resources. Conduct timely reviews of staff performance and perform supervisory tasks. Attend internal and external meetings to represent OC.
15%	Assist the OC in formulating and implementing DHCS' public information strategy and tactics. Effectively communicate with staff and management at all levels.
10%	Draft, assign, or delegate correspondence, generate memoranda, and participate in other duties as required to maintain the efficient operations of OC.

Description of Duties:	
% of Time	Essential Functions

Description of Duties	
% Of Time	Essential Functions
% Of Time	Marginal Functions
5%	As needed, perform other job-related duties.

Supervision Received: Under General Direction by the (enter supervisor classification):Staff Services Manager II.**Supervision Exercised: (check all that apply)**☐ Non-Supervisory Classification / None☐ Clerical Staff☒ Analytical Staff☐ Technical Staff☐ Professional Staff☐ Supervisory Staff☐ Managerial Staff**Special Requirements:**☐ Medical Evaluation /Clearance☐ Typing Certificate☐ Valid Driver's License☐ Background Check / Finger Printing Clearance☐ Valid Professional License (please specify): _____**Desirable Qualifications:****Working Conditions (Check all that apply):**

Prolonged Periods of:

☐ Standing ☒ Sitting ☐ Kneeling ☐ Bending

Travel May be Required:

☐ Occasional ☐ Over Night

Requires Lifting of Heavy Objects up to: _____

Acknowledgements:**Human Resources Acknowledgement:** The Human Resources Division has reviewed and approved this duty statement.Analyst Name:
Jesus LermaAnalyst Signature:
Jesus LermaDigitally signed by Jesus Lerma
Date: 2025.10.15 13:13:10 -07'00'Date:
10/15/2025**Employee Acknowledgement:** I have discussed with my supervisor the duties of the position and have received a copy of this duty statement.

Employee Name:

Employee Signature:

Date:

Supervisor Acknowledgement: I certify this duty statement represents an accurate description of the essential functions of this position. I have discussed the duties of this position with the employee and provided the employee a copy of this duty statement.

Supervisor Name:

Supervisor Signature:

Date: