

State of California
GOVERNOR'S OFFICE OF EMERGENCY SERVICES
POSITION DUTY STATEMENT
BU: 1 & Non-represented

EMPLOYEE:	CLASS TITLE: Career Executive Assignment (CEA) WORKING TITLE: 9-1-1 Emergency Communications Branch Manager	HEADQUARTERS: PSC Campus
PROGRAM/UNIT: Public Safety Communications Directorate/ 9-1-1 Emergency Communications	POSITION NUMBER: 163-735-7500-001 (10743)	CBID: M01
TENURE: CEA	TIME BASE: Full Time	WORK WEEK GROUP: E
APPT. EFFECTIVE DATE:	RANGE (IF APPLICABLE): B	PROBATIONARY PERIOD: <input type="checkbox"/> 6 Mos. <input type="checkbox"/> 12 Mos. <input checked="" type="checkbox"/> N/A
IMMEDIATE SUPERVISOR:	CONFLICT OF INTEREST CATEGORY: <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	DMV PULL PROGRAM: <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
<p>1. SUPERVISION RECEIVED: The Career Executive Assignment (CEA-B), 9-1-1 Emergency Communications Branch Manager is under the administrative direction of the Deputy Director, Public Safety Communications (PSC).</p>		
<p>2. SUPERVISION EXERCISED: The 9-1-1 Emergency Communications Branch Manager directly supervises subordinate managers and indirectly supervises and is responsible for oversight of professional staff within the Division.</p>		
<p>3. PHYSICAL DEMANDS (SEE ADDITIONAL PAGES): Frequent sitting for long periods of time in an office-setting environment with the use of a telephone and personal computer. Must possess and maintain sufficient strength, agility, endurance, and sensory ability to perform the duties contained in this duty statement with or without reasonable accommodation. This position requires the ability to work under pressure to meet deadlines. Occasional travel may be required.</p>		
<p>4. PERSONAL CONTACT (WHO THE EMPLOYEE MAY BE IN CONTACT WITH WHILE PERFORMING DUTIES): The incumbent has frequent contact with all levels of the California Governor's Office of Emergency Services (Cal OES) staff, state agency directors and administrators, the Legislature, Control Agencies, state and local public safety agencies, Public Safety Answering Point (PSAP) representatives, Next Gen 9-1-1 service providers, telecommunications providers, suppliers, GIS specialists, federal agency representatives, private sector stakeholders, and the public.</p>		
<p>5. ACTIONS AND CONSEQUENCES (AS RELATED TO DUTIES PERFORMED): The actions of the CEA-B, 9-1-1 Emergency Communications Branch Manager, have a direct impact on Cal OES's mission and the success of statewide public safety communications programs. Failure to exercise high-level management expertise could result in delays in Next Generation 9-1-1 system deployment as mandated by the Warren 9-1-1 Emergency Assistance Act and the 9-8-8 Lifeline system under the Miles Hall Lifeline and Suicide Prevention Act. Such failures could also result in improper management of nearly \$1 billion in contracts, inappropriate expenditure of State and Federal emergency communications funds, system outages affecting 400+ PSAPs and 11+ crisis centers, and critical gaps in life-saving emergency response capabilities across California.</p>		
<p>6. EMERGENCY OPERATIONS – ACTIVATION/OPERATIONAL ASSIGNMENT 100%: When requested to fill an operational assignment and until demobilized, the following duties will be performed, and your regular duties may temporarily cease:</p> <p>Shall be required to work in the State Operations Center (SOC), Regional Emergency Operations Center (REOC), Joint Field Office (JFO), Area Field Office (AFO), Local Assistance Center (LAC), or other location to provide assistance in emergency response and recovery activities.</p>		

(CONTINUED) EMERGENCY OPERATIONS – ACTIVATION/OPERATIONAL ASSIGNMENT 100%:

All staff is required to complete operational related training and may be required to participate in one of three Readiness Teams that rotate activation availability on a monthly basis if not assigned to an Operational Branch (e.g., Fire/Law/Region/PSC Operations (Technicians)/PSC Engineering (Engineers)). May be required to participate in emergency drills, training and exercises. Staff need to work efficiently under stressful conditions and collaborate effectively under the pressure of short notice leave; work weekends, holidays, extended and rotating shifts (day/night). Statewide travel may also be required for extended periods of time and on short notice.

While fulfilling an operational assignment it is important to understand that you are filling a specific "position" and that position reports to a specific Incident Command System (ICS) hierarchy. This is the chain of command that you report to while on this interim assignment.

On Call/Standby/Duty Officer (as applicable)

If assigned on-call, standby or as a Duty Officer, you are required to be ready and able to respond immediately to any contact by Cal OES Management (including contact from the California Warning Center) and report to work in a fit and able condition, if necessary, as requested.

7. JOB DESCRIPTION/GENERAL STATEMENT:

Under the administrative direction of the Deputy Director of PSC, the CEA-B is responsible for providing overall direction and leadership of a team that collectively oversees the 9-1-1 system, 9-8-8 system, and Emergency Communications Systems, as well as all materials management, fiscal operations, and human resources administrative functions for the 9-1-1 Emergency Communications Branch within PSC.

The CEA-B leads subordinate supervisors to plan, organize, and direct the work of multidisciplinary professional and administrative staff, and is responsible for managing all matters related to the 9-1-1 Emergency Communications Branch, including nearly one billion dollars in contracts for 9-1-1 and 9-8-8, interactions with over 400 Public Safety Answering Points (PSAPs), 11 9-8-8 Lifeline Crisis Centers, six mutual aid regions, Emergency Support Function 2, outage reporting, and statewide interoperability.

The incumbent establishes and administers the policies, processes, and procedures used to deliver and manage the 9-1-1 system, 9-8-8 system, and Emergency Communications Systems. Many of these policies are emerging or undefined and require extensive knowledge, sound judgment, and the application of innovative technical solutions. The incumbent has a prominent role communicating at the highest levels of state and local government and must maintain a high level of professionalism, diplomacy, tact, excellent communication skills, and political sensitivity when interacting with the Legislature, Control Agencies, state and local public safety agencies, the Long Range Planning Committee (LRPC), the 9-1-1 Advisory Board, 9-8-8 Technical Advisory Board, California Statewide Interoperability Executive Council, and related program management functions.

The incumbent continuously evaluates program capabilities and develops and implements strategic plans to improve efficiency, achieve Emergency Communications Systems goals, and ensure consistency with the department's strategic direction in program and operational plans.

In alignment with our commitment to diversity, equity, inclusion, and accessibility, all Cal OES employees are encouraged to promote and foster an equitable and inclusive workplace environment.

Percent of Time	ESSENTIAL FUNCTIONS
30%	<p>POLICY ADMINISTRATION Develops, implements, and updates policies to ensure that the 9-1-1 system, 9-8-8 system, and Emergency Communications Systems are appropriately planned, budgeted, and managed in accordance with state and federal statutes, industry standards, and best practices. Provides leadership and collaboration with state, county, and local public safety agencies for the development of 9-1-1 and 9-8-8 strategic and operational plans, considering emerging technologies, mandates, funding mechanisms, diverse demographics, topography, and jurisdictions. Develops, maintains, and establishes system governance and business function policies.</p> <p>Develops system strategy and product roadmaps for the expansion and operational effectiveness of the 9-1-1, 9-8-8, and Emergency Communications Systems, including the 9-8-8 interface with the Federal Communications Commission (FCC), the Substance Abuse and Mental Health Services Administration (SAMHSA), and other federal partners. Prepares policies, legislative analyses, and white papers in response to regulatory and legislative proposals.</p> <p>Oversees the development, implementation, and evaluation of innovative strategies to build and sustain a statewide Next Generation (NG) 9-1-1, 9-8-8, and Emergency Communications infrastructure. Evaluates new NG 9-1-1, 9-8-8, and Emergency Communications technologies as the program authority and collaborates with stakeholders and vendors during the design and planning phases to address cost, roll out challenges, and potential issues in advance.</p> <p>Directs and manages the governance framework, technical system architecture, security considerations, and statewide operational procedures. Works with executives to address funding issues and to introduce or support necessary legislation and/or regulation. Develops statewide policies and exercises significant influence on policy at the local, state, and federal levels. Participates in national policy making efforts related to 9-1-1, 9-8-8, and Emergency Communications. Provides the Governor and other executive leadership with regular briefings on the operational performance and future technology deployment of the 9-1-1 and 9-8-8 systems.</p>
30%	<p>9-1-1/9-8-8 AND EMERGENCY SYSTEMS MANAGEMENT Serves as the official representative and administrator of the State of California and Cal OES for 9-1-1 and 9-8-8 systems, providing executive leadership for high-visibility, politically sensitive projects serving PSAPs and mental health crisis centers. Ensures effective system requirements gathering and product feedback processes between technical staff and customers, monitors project schedules, and evaluates on-site reviews while directing contracted consultants to develop technical requirements per the 9-1-1 Manual. Reviews system reports, directs mitigation efforts for maintenance, outages, and network performance issues, establishes performance and compliance metrics, and develops briefings for conferences, committees, and user groups while building peer-level relationships and collaborating with state and local partners to resolve critical system issues.</p>
25%	<p>BUDGET, FINANCE, AND CONTRACTS Provides executive leadership, planning, organization, and direction to staff managing all fiscal, operational, and administrative functions, including oversight of nearly \$1 billion in contracts. Develops and implements budget processes aligned with the Warren 9-1-1 Emergency Assistance Act and Miles Hall Lifeline Act, creates statements of work, monitors contract performance, and maintains funding models compliant with the Emergency Telephone Users Surcharge Act and SETNA requirements. Conducts peer state research, develops budget proposals, identifies performance issues with remediation plans, and ensures executive management and control agencies receive regular updates on deployment progress, risks, revenue performance, and grant funding activities.</p>

10%	<p>ADMINISTRATIVE DUTIES AND LEADERSHIP Recruits, develops, and retains highly skilled project management staff while managing and developing subordinate supervisors through clear communication of program goals, performance expectations, work assignments, and evaluation of deliverables for continuous improvement. Administers performance appraisals with ongoing mentoring, coaching, and fair evaluations, ensures staff development through training needs assessment and career planning, and fosters a team culture of collaboration, creativity, respect, and excellence. Applies progressive discipline per state labor standards, resolves personnel conflicts through arbitration or negotiation, and provides on-the-job training per the California 9-1-1 Operations Manual by establishing priorities, deadlines, and formal training schedules.</p>
Percent of Time	MARGINAL FUNCTIONS
5%	<p>OTHER JOB-RELATED DUTIES AS REQUIRED Performs other job-related duties as required to fulfill Cal OES's mission and goals. Additional duties may include but are not limited to: (a) assisting where needed within the department and program, which may include special assignments; public speaking; (b) complying with general State and Cal OES administrative reporting requirements (i.e., completion of time sheets, project time reporting, travel requests, travel expense claims, work plans, training requests, individual development plans, etc.); and (c) attendance at staff meetings.</p>
ADDITIONAL INFORMATION	
<p>Knowledge and Abilities: Knowledge of California state government organization and functions; principles, practices, and trends of public administration including management, organization, planning, cost/benefit analysis, budgeting, project management, and evaluation; policy formulation and development; equal employment opportunity objectives and managerial responsibilities; employee supervision, training, development, and personnel management; and state policies and procedures relating to 9-1-1, 9-8-8, and Emergency Communications systems.</p> <p>Ability to plan, direct, and manage subordinate supervisors; establish and maintain priorities; develop and utilize resources effectively; create appropriate administrative procedures; coordinate program and project management staff and interdisciplinary teams; reason logically and creatively to resolve complex managerial problems; present ideas and information effectively to stakeholders and executive management both orally and in writing; gain and maintain the confidence of others; maintain a discrimination- and harassment-free work environment; and manage time and resources efficiently to meet program, project, and operational objectives while establishing strong collaborative relationships with agency executives, management, customers, and vendors.</p>	

PHYSICAL AND MENTAL REQUIREMENTS OF ESSENTIAL FUNCTIONS

Activity	Not Required	Less than 25%	25% to 49%	50% to 74%	75% or More
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 checked="" type="checkbox"/>	<input 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 type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
BALANCING:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" 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 or interaction or interaction from other staff.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

PHYSICAL AND MENTAL REQUIREMENTS OF ESSENTIAL FUNCTIONS

Activity	Not Required	Less than 25%	25% to 49%	50% to 74%	75% or More
LIFTING UP TO 10 LBS. OCCASIONALLY:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
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 checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
KEYING: 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 checked="" type="checkbox"/>	<input 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 type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
BENDING AT WAIST:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
KNEELING:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
PUSHING OR PULLING:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
HANDLING: Documents, manuals, and materials.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
DRIVING:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" 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: Office Setting	<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:	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

OTHER INFORMATION

Must have knowledge or ability to become familiar with 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 Cal OES's Strategic Plan, and the California Homeland Security Strategy, 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/Exempt Title