

DUTY STATEMENT

DGS OHR 907 (Rev. 7/2025)

 Current Proposed

RPA NUMBER 30158	DGS DIVISION / OFFICE or CLIENT AGENCY Division of the State Architect	
UNIT NAME Communications and Outreach	HEADQUARTER ADDRESS (example: 707 3rd Street, West Sacramento, CA 95605) 1102 Q Street, Suite 5100, Sacramento, CA 95811	
CIVIL SERVICE CLASSIFICATION Supervisor I	POSITION NUMBER 718-599-4800-008	CBID S01
POSITION ELIGIBLE FOR TELEWORK: <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	PROBATIONARY PERIOD <input type="checkbox"/> 6 Months <input checked="" type="checkbox"/> 12 Months <input type="checkbox"/> N/A	WORK WEEK GROUP E
WORK SCHEDULE (DAYS / HOURS) Monday through Friday / 40 hours per week	TENURE Permanent	
WORKING TITLE Supervisor I - Telework Option	TIMEBASE Full Time	
DESIGNATED POSITION FOR CONFLICT OF INTEREST (COI): <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	BILINGUAL POSITION: <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No LANGUAGE NEEDED: <input type="checkbox"/> Verbal <input type="checkbox"/> Written Proficiency language in: _____	
PROPOSED INCUMBENT (IF KNOWN)	EFFECTIVE DATE	

CORE VALUES / MISSION Rank and File Supervisor Specialist Office of Administrative Hearings Client Agency

The Department of General Services' (DGS) Core Values and Expectations of Supervisors and Managers are key to the success of the Department's Mission. That mission is to "Deliver results by providing timely, cost-effective services and products that support our customers." DGS managers and supervisors are to adhere to the Core Values and Expectations of Supervisors and Managers, and to exhibit and promote behavior consistent with those values and expectations.

POSITION CONCEPT

Under the general direction of the Supervisor II, the incumbent will provide supervision to the Communications and Outreach Unit, which provides management guidance, strategy and coordination related to all internal and external written communications, legislation, regulations, policies and procedures, requests for information, forms, and website enhancements. The incumbent shall promote and be accountable for customer satisfaction and quality service and will initiate or recommend changes that promote innovative solutions to meet customer needs.

All duties will be accomplished in accordance with Education Code 17304, DSA procedures, rules and technical guidelines, the published directives within the Government Code (GC), California Code of Regulations (CCR), DGS Manuals, Civil Code (CC), Labor Code (LC) and Building and Professions Code (B&PC) and compliance with the DSA Strategic Plan and DGS policies and memorandums.

SPECIAL REQUIREMENTS Medical Clearance Background Clearance Typing DMV Pull Notice Drug Testing
 Vehicle Home Storage Permit Driver's License and Class (specify below in Description) Certificate (specify below in Description)
 Professional License (specify below in Description) Other (specify below in Description)

Telework

The employee must reside in California.

ESSENTIAL FUNCTIONS

PERCENTAGE	DESCRIPTION
35%	Directs and supervises the day-to-day functions of the Communications and Outreach Unit by providing guidance and direction to staff regarding daily work activities and workflow related to the development and coordination of the DSA's internal and external communications. The

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	communications and outreach include, but are not limited to, DSA's external website design, content, updates, and maintenance; management of all DSA forms, bulletins, interpretations of regulations, and other publications; announcements to stakeholders about program and policy updates, events, and code changes. Other public outreach may include media, press coverage, educational training and presentations, Advisory Board meetings, and external program presentations for the executive team by collaborating with Senior Management.
25%	Establishes and maintains quality control measures to ensure that all products, educational materials, actives, presentations, webinars, workshops, panel discussions provided by the Communications and Outreach Unit meet the needs of our stakeholders and are clear, accurate, and free of error. Consults with the Supervisor II, DSA Executive Team, and the DGS Public Affairs Office to ensure communications outreach are in accordance with applicable laws, rules, regulations and policies. Supports the Executive team in establishing and monitoring of bi-annually Strategic Goals and yearly accomplishments for inclusion in DSA's "Year in Review".
20%	Identifies key opportunities to publicize DSA's goals, accomplishments and mission utilizing a variety of resources, including historical files, the Internet (Twitter, Facebook, etc.), E-tracker, DSA project data, subject matter experts, departmental policy and law, and state agency contacts in order to properly deliver effective high-quality services and ensure customer satisfaction in accordance with all applicable DGS policies, rules, and regulations. At the request of the Executive Team, reviews or conducts investigations in response to inquiries from various parties including, but not limited to the school districts, Legislature, Executive Office by researching and interpreting applicable laws and regulations to formulate, or assist in the formulation of an appropriate response to construction, modernization, and maintenance of school facilities, and various other program related issues.
10%	Supervises, develops, mentors, and evaluates subordinate staff and provides guidance to subordinate staff on administrative processes by establishing performance expectations and requirements, completing timely performance evaluations, providing training opportunities, promoting upward mobility, hiring and maintaining adequate staff, managing attendance, and resolving complex administrative issues, utilizing knowledge of Project Accounting and Leave (PAL), DGS and DSA fiscal and personnel policies and guidelines, State Personnel Board and Department of Human Resources laws, rules and regulations, DOF policies and process requirements, and Secretary of State Records Management and Retention guidelines in order to meet supervisory functions and provide administrative support and timely customer service to internal staff and external customers to ensure that DSA programs goals and objectives are met.
10%	At the request of the Executive Team, represents the State Architect and the DSA Management Team on program related matters by attending meetings, making presentations, briefings, etc. as directed. Provides program information and assistance to interested parties, including school district representatives, State agency and legislative officials, DSA Advisory Board members, and the public by responding to telephone and e-mail inquiries and applying knowledge of program guidelines and services. Independently drafts and prepares internal and external correspondence for the State Architect, Deputy to the State Architect, Operations Deputy, or Communications, Policy and Program Support Unit Manager.

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 Current Proposed**MARGINAL FUNCTIONS**

PERCENTAGE	DESCRIPTION

WORK ENVIRONMENT AND PHYSICAL REQUIREMENTS Travel (Specify the percentage in the travel box below)Travel 5 % of the time to various locations and may include overnight travel by various methods of transportation.

- Appropriate attire for professional office environment.
- Ability to communicate confidently and courteously with people of different backgrounds and at various levels of responsibility within state government.
- Ability to prepare and present formal presentations with good communication skills.
- Requires ability to effectively handle stress and deadlines.
- Ability to interact with high level management.

DESIRABLE QUALIFICATIONS

- Ability to adjust to new and changing priorities
- Ability to be diplomatic, service-oriented, and collaborate well with peers, colleagues, managers, staff, and the public
- Strong verbal and written communication skills
- Experience reviewing and editing web content and optimizing work processes
- Experience delivering presentations
- Knowledge of laws, rules, policies, and practices related to state government

You are a valued member of the department's team. You are expected to work cooperatively with team members and others to enable the department to provide the highest level of service possible. Your creativity and productivity are encouraged. Your efforts to treat others fairly, honestly and with respect are important to everyone who works with you.

I have discussed these duties with my supervisor and have received a copy of the duty statement. I have read and understand the duties and essential functions listed above and I am able to complete the essential functions with or without a reasonable accommodation. (If you believe you need a reasonable accommodation or you are unsure if you need a reasonable accommodation, please inform the hiring manager and contact the Reasonable Accommodation Unit at reasonableaccommodation@dgs.ca.gov)

EMPLOYEE NAME	EMPLOYEE SIGNATURE	DATE SIGNED
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I have discussed the duties of the position with the employee and certify the duty statement represents an accurate description of the essential functions of the position. I have provided the employee with a copy of this duty statement.

SUPERVISOR NAME	SUPERVISOR SIGNATURE	DATE SIGNED
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