

DUTY STATEMENT

Employee Name:	Position Number: 580-010-4802-909
Classification: Manager II	Tenure/Time Base: Permanent/Full-Time
Working Title: Operations Branch Manager	Work Location: 1615 Capitol Avenue, Sacramento CA 95814
Collective Bargaining Unit: M01	Position Eligible for Telework (Yes/No): Yes - Hybrid
Center/Office/Division: Director's Office	Branch/Section/Unit: Operations Branch

All employees shall possess the general qualifications, as described in California Code of Regulations Title 2, Section 172, which include, but are not limited to integrity, honesty, dependability, thoroughness, accuracy, good judgment, initiative, resourcefulness, and the ability to work cooperatively with others.

This position requires the incumbent to maintain consistent and regular attendance; communicate effectively (orally and in writing) in dealing with the public and/or other employees; develop and maintain knowledge and skill related to specific tasks, methodologies, materials, tools, and equipment; complete assignments in a timely and efficient manner; and, adhere to departmental policies and procedures.

All California Department of Public Health (CDPH) employees perform work that is of the utmost importance, where each employee is important in supporting and promoting an environment of equity, diversity, and inclusivity, essential to the delivery of the department's mission. All employees are valued and should understand that their contributions and the contributions of their team members derive from different cultures, backgrounds, and life experiences, supporting innovations in public health services and programs for California.

Competencies

The competencies required for this position are found on the classification specification for the classification noted above. Classification specifications are located on the [California Department of Human Resource's Job Descriptions webpage](#).

Job Summary

This position supports the California Department of Public Health's (CDPH) mission and strategic plan by ensuring the Director's Office operates with maximum efficiency, transparency staff, and alignment with statewide public health priorities.

The Manager (M) II serves as the Director's Office Operations Branch Manager, providing strategic leadership, policy guidance, and oversight of critical administrative, operational, and executive support functions within the Director's Office and CDPH. The incumbent oversees and coordinates high-impact initiatives that cut across all Centers, Divisions, and Offices (C/D/Os), advises executive leadership on complex operational issues, and leads a multidisciplinary team supporting the Director, Assistant Director, Assistant Public Health Officer and Chief Deputy Directors.

The incumbent works under the general direction of the Chief Deputy Director of Operations, CDPH.

Special Requirements

- Conflict of Interest (COI)
- Background Check and/or Fingerprinting Clearance
- Medical Clearance
- Travel:
- Bilingual: Pass a State written and/or verbal proficiency exam in
- License/Certification:
- Other:

Essential Functions (including percentage of time)

- 25% Provides organizational leadership, high-level policy direction and oversight of all operations within the Director's Office. Provides operational oversight to managers, specialists and analytical staff responsible for delivering executive-level support, ensuring operational continuity, resource alignment, and staffing coverage during business hours. Leads strategic workforce planning, succession management, and organizational development efforts within the Director's Office. Creates and enforces systems of accountability, performance evaluation, and professional development that strengthen service delivery to executive leadership and enhance statewide administrative coordination. Serves as the Director's Office subject matter expert on executive workforce strategy, collaborating with Human Resource Division (HRD), California Health and Human Services Agency (CalHHS/Agency), and the Governor's Office to develop standardized practices and frameworks for executive selection. Evaluates systemic gaps and implements solutions that strengthen CDPH's executive bench and leadership pipeline.
- 20% Provides high-level oversight and strategic coordination for the Policy & Strategic Planning staff which include Special Assistants to the Directorate ensuring seamless executive support to the Director, Assistant Director, Assistant Public Health Officer and Chief Deputy Directors. Provides leadership and guidance to the Special Assistants, ensuring that they operate efficiently and in alignment with the Director's vision and departmental priorities. Serves as a liaison between executive leadership and internal and external stakeholders. By overseeing workflow, setting performance expectations, and ensuring consistency in executive support standards, plays a critical role in maintaining the effectiveness and responsiveness of the Directorate's daily operations.
- 15% Provides high level direction to the Supervisor II, Business Operations Section Supervisor, who oversees analytical and administrative staff in ensuring consistent delivery of high-quality support services to the Directorate. Provides executive-level leadership, strategic direction, and operational oversight for enterprise-wide change initiatives that impact departmental culture, structure, and performance. Aligns organizational change efforts with CDPH's mission, strategic goals, and statewide health priorities by guiding the planning, execution, and evaluation of change management strategies and communicates this to the supervising managers, specialist and analytical staff. Ensures consistent application of best practices in stakeholder engagement, communication, training, and impact analysis.

- 15% Leads the planning, execution, and evaluation of complex, high-priority projects sponsored by the Directorate with department-wide or state-wide implications. Oversee the development and implementation of interagency initiatives in collaboration with Information Technology Services Division, HRD, Administration, and the Office of Compliance. Represents the Director’s Office in enterprise-level workgroups, policy forums, and governance bodies. Facilitates coordination between CDPH and external control agencies such as CalHHS/Agency and the Governor’s Office to align administrative operations with evolving public health and governmental priorities.
- 10% Serves as a senior advisor to executive leadership on administrative governance, operational policies, and cross-functional initiatives within the Director’s Office. Monitor policy development across C/D/Os to ensure consistency with statewide directives. Manages the flow of executive correspondence and engagement between the Director’s Office and oversight entities. Provides real-time policy consultation and resolution of emergent or sensitive operational challenges. Leads the response process for inquiries of public health significance from the Legislature, CalHHS/Agency, Governor’s Office, and other high-level stakeholders.
- 10% Provides high-level executive oversight to the Business Operations and Administrative Support Supervisors regarding department-wide functions that support leadership continuity, operational integrity, and emergency preparedness. Directs the recruitment and onboarding of Career Executive Assignment (CEA) and exempt leadership positions, establishes standardized administrative procedures and governance practices, and ensures organizational readiness through continuity planning and internal communication infrastructure. These efforts collectively strengthen executive capacity, promote operational excellence, and support alignment with statewide priorities. Oversees processing of essential governance documents such as Secretary Action Requested (SARs), Director Action Requested (DARs), and Governor’s Office Action Requested (GOARs). Ensures that policy and administrative decisions reflect legal, fiscal, and strategic best practices. Leads continuous improvement initiatives that promote transparency, operational excellence, and compliance with statewide mandates. Oversees quarterly Key Support Staff meetings to align enterprise-wide support teams with evolving department-wide protocols. Strengthens the infrastructure for internal communication and continuity of operations during emergencies and periods of rapid organizational change.

Marginal Functions (including percentage of time)

5% Performs other work-related duties as assigned.

I certify this duty statement represents an accurate description of the essential functions of this position. I have discussed the duties and have provided a copy of this duty statement to the employee named above.

I have read and understand the duties and requirements listed above and am able to perform these duties with or without reasonable accommodation. (If you believe reasonable accommodation may be necessary, or if unsure of a need for reasonable accommodation, inform the hiring supervisor.)

Supervisor’s Name:	Date	Employee’s Name:	Date
--------------------	------	------------------	------

Supervisor's Signature	Date	Employee's Signature	Date
------------------------	------	----------------------	------

HRD Use Only:

Approved By: CB

Date: 10/14/2025