

DUTY STATEMENT

DGS OHR 907 (Rev. 7/2025)

 Current Proposed

RPA NUMBER 30641	DGS DIVISION / OFFICE or CLIENT AGENCY ISD/Office of State Publishing	
UNIT NAME Warehouse	HEADQUARTER ADDRESS (example: 707 3rd Street, West Sacramento, CA 95605) 1000 Riverside Parkway, Sacramento, CA 95605	
CIVIL SERVICE CLASSIFICATION Program Manager, Printing Services	POSITION NUMBER 307-800-7224-001	CBID M14
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 - Friday / 8:00 a.m. to 5:00 p.m.	TENURE Permanent	
WORKING TITLE Program Manager, Warehousing and Logistics Services	TIMEBASE Fulltime	
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 administrative direction of the Assistant State Printer, the Program Manager will be responsible for managing, coordinating and supporting the administrative functions and planning of the Warehousing and Logistics operations for the Office of State Publishing (OSP) and serves as a backup for three other Program Managers upon assignment.

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
30%	Responsible for overseeing and managing all aspects of production and administrative support in the Warehousing and Logistics operations in accordance with the Department of General Services (DGS), utilizing the OSP Operations Manual and following published directives within the Government Code (GC), California Code of Regulations (CCR), State Administrative Manual (SAM), DGS Supervisor's Handbook, State Personnel Board (SPB), California Department of Human Resources (CalHR), Collective Bargaining contracts, and Memorandum of Understanding (MOU) provisions, in order remain compliant to rules and regulations, promote adaptation to the expansion of services and changes in technology related to the print and warehousing industries to ensure OSP client publishing needs are met and OSP operations exceeds the current, competitive market place.

DUTY STATEMENT

DGS OHR 907 (Rev. 7/2025)

 Current Proposed

PERCENTAGE	DESCRIPTION
25%	Provides management by planning and communicating courses of actions to be disseminated among OSP supervisors, utilizing contract specification, OSP Operations Manual, various applicable policies and regulations in order to provide guidance, improve deficiencies, implement procedural changes, and complete cost estimate reviews for accuracy, to ensure timely delivery of services, customer satisfaction and policy adherence.
25%	Utilizing the principles and guidelines of CalHR, SPB, DGS, Department of Finance (DOF), State Controller's Office (SCO), Federal and State laws (i.e. Americans with Disabilities Act, Family Medical Leave Act, etc.) the MOU provisions and the Public Employees Retirement System, the Program Manager will perform full range supervisory duties related to filling vacancies, OSP annual exam planning, and providing personnel guidance, to ensure adequate staffing level, enforce and implement OSP plant policies and practices in order to continue business operations to meet deadlines.
10%	Oversee and assist in the development and preparation of OSP Budgets for individual units, including cost center staffing, projected chargeable hours, training and equipment needs by using established management practices, MOU provisions, SPB and or CalHR rules and regulations in order to remain in the projected financial blueprint to support and ensure OSP's economic standing.
5%	Performs as backup for the Program Managers in Customer Development and Production as needed by remaining in communication using Microsoft Outlook, Microsoft TEAMS, telephone, to include cross training amongst each other to stay well-informed of OSP production operations and customer service needs in order to continue the flow of operations without disruptions to ensure timely delivery of goods and services and customer satisfaction.

MARGINAL FUNCTIONS

PERCENTAGE	DESCRIPTION
5%	Assumes the duties as Assistant State Printer in his/her absence utilizing experience and directions in place in order to provide consistent OSP administration and management support to ensure continued business operations.

WORK ENVIRONMENT AND PHYSICAL REQUIREMENTS Travel (Specify the percentage in the travel box below)

Requires ability to effectively handle stress and deadlines in a fast-paced work environment.

Work involves exposure to usual elements, such as extreme temperatures, dirt, dust, fumes, unpleasant odors, and loud noises, hearing protection is provided.

Organize and structure work for effective performance and goal attainment.

Modify plans or adjust priorities given changing goals and conditions.

Daily and frequent use of a personal computer and a variety of software applications.

DESIRABLE QUALIFICATIONS

- Bachelor's degree in Logistics, Supply Chain Management, Business Administration, or Industrial Engineering. An MBA degree is highly desirable.
- Certifications such as PMP (Project Management Professional), Lean Six Sigma (Green or Black Belt).
- Advanced, hands-on expertise with WMS (Warehouse Management Systems) like Manhattan, Blue Yonder, or Oracle, and ERP platforms (e.g., SAP).
- High proficiency in SQL, Python, or advanced Excel for data-driven decision-making and performance

DUTY STATEMENT

DGS OHR 907 (Rev. 7/2025)

 Current Proposed

dashboarding.

- Knowledge of OSHA regulations, EHS guidelines, and industry quality standards (ISO 9001).
- Strong knowledge and understanding of business needs, with the ability to establish and maintain a high level of customer trust and confidence.
- Strong communication skills with the ability to collaborate effectively with internal and external stakeholders.
- Experience building and motivating highly effective service-orientated teams and employing techniques of organizing and motivating staff.
- 5+ years of supply chain or technical program management experience, with at least 2 to 3 years in a supervisory or multi-level management role.
- Documented experience managing CapEx projects, P&L (Profit & Loss) responsibility, and budgets exceeding multi-million-dollar thresholds.
- Proven capability in leading cross-functional rollouts, change management, and managing supplier/3PL (Third-Party Logistics) relationships.

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

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
Norma Krieder		

C & P APPROVED BY	DATE SIGNED