

State of California - Department of Social Services

DUTY STATEMENT

EMPLOYEE NAME:

VACANT (Current/Proposed)

CLASSIFICATION:

Executive Assistant

POSITION NUMBER:

800-500-1728-910

DIVISION/BRANCH/REGION: (UNDERLINE ALL THAT APPLY)

Children and Family Services Division

BUREAU/SECTION/UNIT: (UNDERLINE ALL THAT APPLY)

SUPERVISOR'S NAME:

Dianna Wagner

SUPERVISOR'S CLASS:

CEA B

SPECIAL REQUIREMENTS OF POSITION (CHECK ALL THAT APPLY):

- Designated under Conflict of Interest Code.
- Duties require participation in the DMV Pull Notice Program.
- Requires repetitive movement of heavy objects.
- Performs other duties requiring high physical demand. (Explain below)
- None
- Other (Explain below)

Fingerprint Clearance

I certify that this duty statement represents an accurate description of the essential functions of this position.

I have read this duty statement and agree that it represents the duties I am assigned.

SUPERVISOR'S SIGNATURE

DATE

EMPLOYEE'S SIGNATURE

DATE

SUPERVISION EXERCISED (Check one):

- None Supervisor Lead Person Team Leader

FOR SUPERVISORY POSITIONS ONLY: Indicate the number of positions by classification that this position DIRECTLY supervises.

Total number of positions for which this position is responsible:

FOR LEADPERSONS OR TEAM LEADERS ONLY: Indicate the number of positions by classification that this position LEADS.

The EA provides guidance and general direction to CFSD support staff (Office Technicians).

MISSION OF ORGANIZATIONAL UNIT:

The Children and Family Services Division provides leadership and oversight of county and community agencies in the implementation of child welfare services programs through regulations, training, technical assistance, incentives and program evaluations in support of the Department's mission to serve, aid and protect needy and vulnerable children and adults in ways that strengthen and preserve families, encourage personal responsibility and foster independence.

CONCEPT OF POSITION:

The Executive Assistant (EA) provides a high level of confidential, administrative and secretarial support to the Assistant Deputy Director, assistance to support staff, and supervision and management of office services under direction of the Assistant Deputy Director of the Children and Family Services Division.

A. RESPONSIBILITIES OF POSITION:**30% – Executive Support, Research, and Correspondence**

Researches confidential and sensitive departmental and program issues and prepares responses for the Assistant Deputy Director. Reviews and analyzes incoming correspondence and inquiries regarding sensitive departmental matters and determines appropriate action. Prepares and independently drafts correspondence, reports, briefing materials, and summary papers for executive leadership. Reviews and edits documents to ensure consistency with departmental policies, procedures, and correspondence standards. Conducts special studies and research projects and develops reports and recommendations to support executive decision making.

25% – Executive Coordination and Administrative Operations

Manages and coordinates daily schedules and calendars for the Deputy Director and Assistant Deputy Director. Organizes and coordinates meetings, appointments, conferences, and special events, including all logistical arrangements. Prepares agendas, briefing materials, background information, and supporting documentation for executive meetings. Briefs leadership on upcoming meetings, assignments, priorities, and action items. Coordinates travel arrangements and related administrative activities. Tracks assignments and follows up on projects and requests delegated by leadership.

20% – Legislative Analysis, Policy Support, and Executive Representation

Conducts research and analysis on current and proposed legislation, policies, and program initiatives affecting the Division. Assists in preparing legislative analyses, talking points, briefing materials, and recommendations. Evaluates the potential impact of proposed legislation and policy changes on departmental programs and operations. Coordinates with Division management and staff on legislative, policy, and operational issues. Represents the Division and Deputy Director in meetings with executive level staff and serves as the primary point of contact for cross divisional and cross departmental communication.

10% – Communications and Stakeholder Relations

Screens, directs, and responds to inquiries from executive offices, state and federal agencies, the Governor's Office, the Legislature, and other high level contacts. Serves as a liaison between executive leadership and internal/external stakeholders. Researches and resolves complex inquiries and provides accurate and timely responses. Maintains effective working relationships with departmental management, external partners, and governmental entities.

10% – Office Operations, Staff Coordination, and Administrative Support

Serves in a lead capacity, providing guidance and direction to Division support staff on administrative procedures, workload priorities, and office operations. Develops, implements, and updates office procedures, clerical manuals, administrative processes, and operating systems. Coordinates and oversees administrative support services for executive leadership. Develops and maintains correspondence control systems, action item tracking systems, and other management information tools. Assists with special projects, committees, and Division wide initiatives.

5% – Other duties as required by Division leadership.**Desired Knowledge/Skills/Abilities**

- Ability to focus on multiple projects, think critically, and problem-solve in a fast-paced environment.
- Excellent editing, formatting and writing skills; strong knowledge of various style guides.
- Strong organizational and time management skills.
- Strong interpersonal skills with the ability to maintain confidentiality, reliability, and punctuality.
Professional communication skills are critical.
- Knowledge of department policies, procedures, and guidelines.
- Excellent computer skills including in-depth knowledge of Microsoft Office software (SharePoint, Word, Excel, Outlook, Windows, Teams, Forms)

B. SUPERVISION RECEIVED:

The EA is directly supervised by and receives direction from the Assistant Deputy Director of the Children and Family Services Division (CFSD) and receives general guidance and direction from the Administrative Assistant of the CFSD.

Because minimum supervision is received, the EA must anticipate the needs of the Assistant Deputy Director and be able to make decisions independently and assume responsibility. Tact, good judgment, and the ability to respond quickly and accurately are essential.

C. ADMINISTRATIVE RESPONSIBILITY:

The EA performs confidential, difficult and responsible secretarial work, and assists and relieves the Assistant Deputy Director of a variety of administrative and office functions.

D. PERSONAL CONTACTS:

The EA has daily contact with high-level personnel in various agencies, including but not limited to CDSS, California Health and Human Services Agency, Governor's Office, Department of Finance, United States Department of Health and Human Services, and representatives from various other state, federal and county agencies. Professionalism and strong interpersonal skills are required to be successful in this position.

E. ACTIONS AND CONSEQUENCES:

Failure to exercise proper judgment and efficient office skills could jeopardize the overall effectiveness or public representation of the Division or the Department.

F. OTHER INFORMATION:

Being tactful, recognition of sensitive and confidential issues, exercising good judgment, possessing excellent interpersonal skills, and the ability to work under pressure are all essential qualifications required for this position.