

Chief, Southern Workforce Services Division
Workforce Services Branch/CEA Level B
Employment Development Department

Under the administrative direction of the Deputy Director, Workforce Services Branch (WSB), the Chief, Southern Workforce Services Division (Southern WSD), provides executive leadership for employment and training services across 14 counties in Southern California. The incumbent develops policies relating to workforce services, provides direction, and oversees regional field operations to ensure alignment with WSB's statewide strategic vision, including equitable access, customer-centered service delivery, data-informed decision making, modernization, innovation, staff empowerment, and operational consistency.

The Chief serves as WSB's primary regional strategist and representative, responsible for advancing performance, strengthening partnerships, and ensuring effective implementation of statewide policies and priorities.

45% Leadership of Regional Workforce Services Operations

Leads, plans, organizes, facilitates, and evaluates Workforce Services (WS) and Employment Training program operations throughout the Southern Division. Ensures program delivery aligns with statewide goals and standards, promotes consistent and high quality customer service, and advances access and equity across diverse communities. Uses data analytics, labor market information, and performance metrics to evaluate effectiveness, identify operational improvements, and support continuous improvement. Implements and promotes the use of branch wide digital and data tools, ensuring optimization of existing systems and supporting the development of new statewide solutions. Ensures regional adoption of standardized technology and avoids creation of duplicative or divisional only tools. Fosters a culture of innovation, staff empowerment, and continuous learning to support modern, effective service delivery.

20% Policy Leadership, Program Development, and Continuous Improvement

Develops, implements, and evaluates WSB program policies, procedures, goals, and objectives. Conducts comprehensive analysis of existing policies, practices and emerging statewide strategies to recommend updates to policy and procedures that support modern, data driven, customer centered service delivery. Ensures effective regional adoption of new initiatives, including access and equity strategies, digital transformation, accessibility improvements, staff empowerment initiatives, and operational modernization consistent with statewide governance and technology standards.

15% Strategic Partnerships and Regional Collaboration

Develops effective relationships and represents the Department when engaging with Local Workforce Development Boards (LWDBs), local area administrators, employers, labor organizations, elected officials, and community based organizations across the 14-county region. Builds and strengthens partnerships that connect customers to integrated workforce system services. Leads cross sector collaboration with workforce, education, economic development, and community organizations to advance regional priorities aligned with WSB's statewide mission. Supports outreach and strategies designed to reach populations with barriers to employment and promotes culturally responsive service models, innovation, and staff engagement. Promotes access and equity in service delivery by positioning EDD programs as an entry point into the broader workforce system, ensuring customers receive coordinated support that helps them achieve their employment and career advancement goals.

15% Executive Advisory Responsibilities

Advises the Deputy Director, executive leadership, and government partners on regional developments,

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emerging issues, and recommended changes to goals, policies, standards, plans, and legislation affecting employment services and employment training programs. Provides strategic guidance on the impact of local, state, and federal workforce policies and ensures regional alignment with WSB direction. Represents WSB in high level discussions with governmental bodies, regional coalitions, and policy groups.

5% **Executive Leadership Support**

Acts on behalf of the Deputy Director, Workforce Services Branch, during their absence. Provides statewide leadership, ensures continuity of operations, and supports the Branch's strategic priorities and initiatives.