

**DUTY STATEMENT**

DGS OHR 907 (Rev. 7/2025)

☐ Current☒ Proposed

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|-------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------|
| RPA NUMBER<br><b>30965</b>                                                                                              | DGS DIVISION / OFFICE or CLIENT AGENCY<br><b>Office of State Publishing</b>                                                                                                                                 |                             |
| UNIT NAME<br><b>Customer Development Production</b>                                                                     | HEADQUARTER ADDRESS (example: 707 3rd Street, West Sacramento, CA 95605)<br><b>885 Riverside Parkway, West Sacramento, CA 95605</b>                                                                         |                             |
| CIVIL SERVICE CLASSIFICATION<br><b>Printing Services Program Manager</b>                                                | POSITION NUMBER<br><b>307-162-7224-001</b>                                                                                                                                                                  | CBID<br><b>M14</b>          |
| POSITION ELIGIBLE FOR TELEWORK: <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No                     | PROBATIONARY PERIOD<br><input type="checkbox"/> 6 Months <input checked="" type="checkbox"/> 12 Months <input type="checkbox"/> N/A                                                                         | WORK WEEK GROUP<br><b>E</b> |
| WORK SCHEDULE (DAYS / HOURS)<br><b>Monday-Friday 8:00am-5:00pm</b>                                                      | TENURE<br><b>Permanent</b>                                                                                                                                                                                  |                             |
| WORKING TITLE<br><b>Program Manager, Customer Development</b>                                                           | TIMEBASE<br><b>Fulltime</b>                                                                                                                                                                                 |                             |
| 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<br>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 Printing Services Program Manager is responsible for overseeing, coordinating, and supporting the administrative functions and strategic planning of the Customer Development Program within Office of State Publishing (OSP). This role includes managing key operational activities to ensure the efficient and effective execution of program objectives. Additionally, the Program Manager serves as a backup for three other OSP Operations Program Managers as assigned, providing support and continuity across related programs.

**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 facets of production and administrative support within the Customer Development Program, ensuring compliance with the Department of General Services (DGS) standards. Utilizes the OSP Operations Manual and adheres to established directives outlined in 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. Maintains regulatory compliance while fostering adaptability to evolving service demands and technological advancements in print industry. Ensures OSP client publishing needs |

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| PERCENTAGE | DESCRIPTION                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
|------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|            | are met and OSP operations remain competitive in the current marketplace.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| 25%        | Provides management oversight by planning and communicating strategic courses of action to OSP supervisors, leveraging contract specifications, the OSP Operations Manual, and relevant policies and regulations. Offers guidance to enhance performance, address deficiencies, implement procedural improvement, and conduct accurate cost estimate reviews. Ensures the prompt and effective execution of services, client satisfaction, and adherence to established policies and standards.                                                                                                                                                                                                                                                                                                                                            |
| 25%        | Applying the principles and guidelines of the California Department of Human Resources (CalHR), State Personnel Board (SPB), Department of General Services (DGS), Department of Finance (DOF), State Controller's Office (SCO), applicable Federal and State laws (e.g., American with Disabilities Act, Family Medical Leave Act), Memorandum of Understanding (MOU) provisions, and the Public Employees Retirement System, the Program Manager will execute a full range of supervisory responsibilities. These duties include managing recruitment to fill vacancies, overseeing OSP annual examination planning, and providing personnel guidance to maintain adequate staffing levels. Ensures the enforcement and implementation of OSP Operations Plant policies and practices to sustain business operations and meet deadlines. |
| 10%        | Oversees and contributes to the development and preparation of OSP budgets for individual units, encompassing cost center staffing, projected chargeable hours, and training and equipment requirements. Utilizes established management practices, Memorandum of Understanding (MOU) provisions, and rules and regulations from the State Personnel Board (SPB) and California Department of Human Resources (CalHR) to align with the projected financial blueprint. To ensure OSP's economic stability and support its future growth.                                                                                                                                                                                                                                                                                                   |
| 5%         | Serves as backup for Program Managers in Production and Warehouse as required. Maintains effective communication through Microsoft Outlook, Microsoft TEAMS, and telephone. Participates in cross-training and rotational assignments with other Operations Program Managers to ensure seamless operational continuity. This prevents disruptions and supports the timely delivery of goods and services while maintaining high customer satisfaction.                                                                                                                                                                                                                                                                                                                                                                                     |

**MARGINAL FUNCTIONS**

| PERCENTAGE | DESCRIPTION                                                                                                                                                                                                                                                                                                         |
|------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 5%         | Assumes the responsibilities of the Assistant State Printer during their absence, drawing upon experience and established directives to deliver consistent administrative and management support for OSP. Ensures the uninterrupted continuation of business operations through effective leadership and oversight. |

**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.

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- **Leadership and Management:** Strong leadership skills to guide teams, manage stakeholders, and drive results.
- **Communication:** Excellent written and verbal communication skills for clear and effective stakeholder engagement.
- **Project Management:** Experience in managing projects, including planning, execution, and resource allocation.
- **Analytical Skills:** Ability to analyze data, identify trends, and make informed decisions.
- **Customer Focus:** A deep understanding of customer needs and preferences, with a focus on delivering exceptional customer experiences.
- **Technical Skills:** Proficiency in relevant software and tools, including printing management, CRM systems, and data analysis tools.
- **Problem-Solving:** Ability to identify and resolve issues, both technical and interpersonal, and navigate complex situations.
- **Negotiation and Conflict Resolution:** Skills to negotiate with customers, resolve conflicts, and build strong relationships.
- **Business Acumen:** A strong understanding of business principles, market dynamics, and customer behavior.
- **Adaptability:** Ability to adapt to changing priorities and manage multiple projects simultaneously.
- **Passion for Customer Success:** A genuine desire to help customers succeed and achieve their goals.

**Education and Experience:**

- Bachelor's degree in business, marketing, or a related field is desired.
- A minimum of 5 years of experience in business management related roles.

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](mailto: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 |
|-----------------|----------------------|-------------|
|                 |                      |             |

| C & P APPROVED BY | DATE SIGNED |
|-------------------|-------------|
|                   |             |