

DUTY STATEMENT

DIVISION COMMUNICATIONS & EXTERNAL AFFAIRS		POSITION NUMBER (Agency – Unit – Class – Serial) 428-203-4802-001			☐ CURRENT ☒ PROPOSED	
BRANCH / PROGRAM External & Legislative Affairs		CLASSIFICATION TITLE Manager II				
SECTION (If applicable) N/A		WORKING TITLE External and Legislative Affairs Manager				
REGIONAL OFFICE Los Angeles		COI Yes	WWG E	CBID M01	TENURE P	TIME BASE FT
WORK SCHEDULE M-F 8am-5pm	SUPERVISION EXERCISED Yes	SPECIFIC LOCATION ASSIGNED TO 320 4th Street, Los Angeles, CA 90013				
INCUMBENT (If known)		EFFECTIVE DATE				
PRIMARY DOMAIN (IT positions only)		N/A				

AGENCY OVERVIEW

The Governor's Office of Service and Community Engagement (GO-Serve) elevates paid service and volunteerism in the state, and promotes youth and community engagement. GO-Serve consists of California Volunteers (CV) and the Youth Empowerment Commission (YEC).

GENERAL STATEMENT

Under administrative direction of the External and Legislative Affairs Deputy Director (CEA), the External and Legislative Affairs Manager (Manager II) is responsible for planning, managing, and executing complex, high-visibility projects and strategies within the Governor's Office of Service and Community Engagement (GO-Serve). The Manager II provides expert-level execution and leadership across a defined portfolio of external and legislative affairs initiatives that advance statewide service, civic and community engagement priorities. The incumbent requires a high degree of independence, judgment, and political acumen in managing sensitive relationships, producing high-quality deliverables, and representing GO-Serve before diverse and high-level stakeholders. The position leads the design and implementation of strategic projects and engagement efforts that align the work of California Volunteers (CV), and the Youth Empowerment Commission (YEC). The Manager II ensures strategic alignment, operational coordination, and measurable impact across GO-Serve's external and legislative affairs portfolio.

% of time performing duties	Indicate the duties and responsibilities assigned to the position and the percentage of time spent on each. Group related tasks under the same percentage with the highest percentage first. <i>(Use addition sheet if necessary)</i>
30%	ESSENTIAL FUNCTIONS Oversee and manage statewide external and legislative affairs efforts to ensure alignment with GO-Serve's priorities and successful execution of key initiatives. Develop and coordinate outreach strategies, legislative communications, and stakeholder engagement plans. Serve as an advisor to the External and Legislative Affairs Deputy Director on external and legislative affairs, providing strategic guidance and driving implementation across multiple agencies, departments, and external partners. Monitor and track legislation pertinent to the organization and identify opportunities to advance GO-Serve's mission and statewide priorities.
20%	Design, lead, and execute local, regional, and statewide engagements that advance organizational visibility, policy priorities, and program impact. Oversee high-profile events, roundtables, community visits, service projects, and other public affairs activities, ensuring engagements are inclusive, strategically planned, and executed to a high standard. Build and maintain high-trust relationships with elected officials and their offices, legislative staff, state agencies and departments, institutional partners, universities and colleges, community organizations, and other key stakeholders. Identify strategic opportunities for collaboration,

15% 10% 10% 10%	provide expert consultation to partners, and develop solutions that advance organizational priorities. Handle sensitive and high-stakes issues with discretion, diplomacy, and sound judgment. Identify strategic opportunities for collaboration, provide expert consultation to partners, and develop solutions that advance GO-Serve's external and legislative priorities. Apply analytical and organizational judgment to identify risks, resolve challenges, and develop solutions that support timely completion and alignment with organizational priorities. Track key performance indicators, report on project outcomes, and contribute to continuous improvement across GO-Serve's engagement and external affairs efforts. Partner with the External and Legislative Affairs Deputy Director to plan, coordinate, track, and advance complex cross-agency and cross-functional initiatives. Establish clear objectives, deliverables, timelines, and measurable outcomes, and monitor progress to ensure high-quality execution. Research, draft, and review policy, legislative, briefing, and communications materials, including reports, talking points, correspondence, and background materials, in partnership of the External and Legislative Affairs Deputy Director. Synthesize information across GO-Serve programs and state agencies to produce concise, actionable analyses and recommendations. Collaborate with communications and program staff to ensure materials and external engagements reflect strategic objectives and maintain high standards of clarity, accuracy, tone, storytelling, and brand integrity. Manage staff by providing expectations on assignments, tasks, desired outcomes, and set priorities and deadlines utilizing procedures and guidelines to meet goals and objectives. Ensure appropriate measures are taken when issues and problems arise, in other functional areas, or with external partners and stakeholders. Maintain a collaborative, cross-functional and team-oriented approach, promoting a positive, welcoming and inclusive work environment. Perform general administrative duties, including but not limited to adhering to agency policies, rules and procedures. Review and approve administrative requests, including leave, overtime, travel, and training, in accordance with agency policies, rules, and procedures. Provide strategic, logistical, and staffing support to the External and Legislative Affairs Deputy Director in executing complex projects, preparing briefings, coordinating cross-agency initiatives, managing high-profile meetings, and tracking follow-up actions. Staff and support the External and Legislative Affairs Deputy Director and GO-Serve Director at high profile events and engagements. Coordinate information, timelines, and deliverables across internal teams and external partners to ensure effective execution of priorities. Serve as a member of the external and legislative affairs team and leads the team through regular staff meetings, one-on-one meetings, status updates, and performance discussions. Participate in conferences, trainings, inter-agency working groups, and staff meetings, provide work status reports, and lead or support special projects and other assignments as directed.
5%	MARGINAL FUNCTIONS Performs other job-related duties as requested.
	KNOWLEDGE AND ABILITIES <i>Knowledge of:</i> Principles, practices, and trends of public and business administration, management, and supportive staff services; principles and practices of employee supervision, development, and training; program management; formal and informal aspects of the legislative process; the administration and department's goals and policies; governmental functions and organization at the state and local level; a supervisor/manager's responsibility for promoting equal opportunity in hiring and employee development and promotion, and for maintaining a work environment which is free of discrimination and harassment.

Ability to: Reason logically and creatively utilize a variety of analytical techniques to resolve complex governmental and managerial problems; develop and evaluate alternatives; analyze data and present ideas and information effectively both orally and in writing; consult with and advise administrators or other interested parties on a wide variety of subject-matter areas; gain and maintain the confidence and cooperation of those contacted during the course of work; review and edit written reports, utilize interdisciplinary teams effectively in the conduct of studies; manage a complex departmental program; establish and maintain project priorities; develop and effectively utilize all available resources; and effectively promote equal opportunity in employment while maintaining a work environment that is free of discrimination and harassment.

DESIRABLE QUALIFICATIONS

- Mission-driven, highly organized, creative, and self-motivated with the ability to prioritize and manage multiple projects simultaneously while being able to work under short deadlines, and deliver in a rapidly changing, fast-paced office environment.
- Experience leading or supporting external affairs, legislative affairs, public engagement, or government relations efforts within state government, a Governor's Office, Legislature, local government, or a mission-driven nonprofit or public-sector organization.
- Demonstrated experience managing complex, high-visibility projects involving multiple stakeholders, tight timelines, and sensitive subject matter.
- Familiarity with California's legislative process, executive branch operations, and/or intergovernmental relations.
- Ability to represent an organization with professionalism, political acumen, and sound judgment when interacting with elected officials, senior leaders, community partners, and the public.
- Experience managing, mentoring, or leading staff, including assigning work, providing feedback, and supporting professional development.
- Strong written and verbal communication skills, including preparing legislative analysis, briefings, talking points, correspondence, presentations, and stakeholder communications.
- Experience working across functional areas to align strategy, messaging, and execution.
- Experience advancing equity-focused, community-centered initiatives or programs that engage diverse communities across California.
- Ability to develop logical and effective solutions to managerial and administrative challenges, and to effectively plan and execute multiple projects simultaneously.
- Ability to collaborate effectively with others, demonstrating strong communication skills and a cooperative, team-oriented attitude.

SPECIAL PERSONAL REQUIREMENTS: The incumbent must be detail-oriented and possess strong written and verbal communication skills. Highly organized, creative, and self-motivated with the ability to prioritize and manage multiple projects simultaneously in a fast-paced team office environment. Demonstrated ability to act independently and as a member of a team with open-mindedness, flexibility, and tact. Ability to problem-solve and use critical and creative thinking to effectively perform work. Display good interaction skills and the ability to deal professionally, congenially and in a personable manner with the public, other governmental entities, and staff at all levels. Communicate successfully in a diverse community as well as with individuals from varied backgrounds.

SPECIAL PHYSICAL CHARACTERISTICS: Persons appointed to this position must be reasonably expected to exert up to 10 lbs. of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects with or without a reasonable accommodation. Involves sitting most of the time but may involve walking or standing for brief periods of time. Occasional/overnight travel up to 10% may be required.

The statements contained in this duty statement reflect general details as necessary to describe the principal functions of this job. It should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including work in other functional areas to cover absence of relief, to equalize peak work periods or otherwise balance the workload.		
SUPERVISOR'S STATEMENT: <i>I HAVE DISCUSSED THE DUTIES OF THE POSITION WITH THE EMPLOYEE AND HAVE PROVIDED A COPY OF THE DUTY STATEMENT TO THE EMPLOYEE.</i>		
SUPERVISOR'S NAME (Print)	SUPERVISOR'S SIGNATURE	DATE
EMPLOYEE'S STATEMENT: <i>I HAVE READ AND UNDERSTAND THE DUTIES LISTED ABOVE AND CAN PERFORM THESE DUTIES WITH OR WITHOUT REASONABLE ACCOMMODATION. (IF YOU BELIEVE REASONABLE ACCOMMODATION IS NECESSARY, DISCUSS YOUR CONCERNS WITH YOUR HIRING SUPERVISOR. IF UNSURE OF A NEED FOR REASONABLE ACCOMMODATION, INFORM YOUR HIRING SUPERVISOR, WHO WILL DISCUSS YOUR CONCERNS WITH HUMAN RESOURCES OFFICE).</i>		
EMPLOYEE'S NAME (Print)	EMPLOYEE'S SIGNATURE	DATE