

Command Center Division Chief
Disability Insurance Branch / CEA B
Employment Development Department

Under the administrative direction of the Disability Insurance (DI) Branch, Deputy Director, the incumbent ensures DI service operations meet ongoing branch business needs through the evaluation of data analyses, workload strategies, business plan initiatives, and supporting the Branch's data-based decisions. The incumbent will develop, implement, direct, and evaluate DI Branch planning, scheduling, forecasting and reporting, and quality assurance for all State Disability Insurance program workloads and workload staffing levels. The Division Chief will also be responsible for measuring and monitoring customer service and claimant experiences, quality assurance, and training efforts. The Division Chief provides executive leadership, creates policies to further the DI Branch's mission and vision, and ensures the optimal management of existing technologies and innovative new products to enhance and improve the delivery of services and provide strategic and policy direction on a broad spectrum of branch workload.

- 30% Develop specific policies and programs concerning claimant outreach and messaging based on call center analytics, feedback from customers, research garnered from Inter/Intra-state agencies, claimant trends, and new legislation. Advises the Branch Deputy Director on DI program and operational performance targets, measures, and reports. Oversees the division's quality assurance and forecasting efforts of inbound call volumes, customer service demands, and agents needed to meet performance and quality objectives. Oversees data analyses and reports used to assist DI program managers evaluate program outcomes and make data-based decisions. Oversee the development of new processes and the improvement of existing processes to better serve claimants in a continual effort to reduce call wait times for claimants and to improve overall customer service experiences through the leveraging of data analytics. Specifically, the Command Center Division Chief is responsible for planning and developing mechanisms to optimize staff, quality assurance, training, and strategic business operation improvements where needed in the various workload items. The Division Chief will provide oversight of the administration of monitoring quality assurance, business operations, training, workloads and shifting staffing levels as needed. Reviews quality of customer services from the DI Branch and makes appropriate recommendations for changes as needed.
- 25% Manage, plan, organize, direct, and monitor the work of multidisciplinary staff engaged in ensuring the DI Customer Service Center meets current and future DI business needs. Communicates and coordinates action with the Information Technology Branch (ITB), the DI Branch Central Office (CO) Division, the Customer Service Center (CSC) and Paid Family Leave (PFL) Division, and the Claims Management Office (CMO) Division, as well as contract vendors, to ensure the efficient operation of the statewide workload and contact center operations and enhancements. Represents the Branch in department forums on quality assurance, business process efficiencies, workload management, and long-range planning.
- 20% As a member of the Branch's Executive Leadership Team and Senior Leadership Team,

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participates in formulating policy and supports the Branch Deputy Director in accomplishing Department and Branch goals. Actively contributes to the development, refresh, and implementation of the Branch business plan vision and initiatives. Leads multi-divisional workgroups to advance branch-wide objectives, coordinating across DI Branch Divisions, Branch staff, and external partners to ensure efficient, effective, and consistent delivery of DI Services statewide. Plans, organizes, and directs the delivery of SDI services, overseeing call center operations, workload optimization, quality assurance, and training strategies to enhance service quality and process efficiency. Provides oversight of workload and workforce management, reviews customer service quality, and recommends improvements as needed. Responsible for the oversight and review of performance metric management to support training and service enhancements. Communicates and coordinates action with the ITB, the DI Branch's DI CO Division, CSC and PFL Division, and CMO Division to ensure the efficient operation of the statewide workload and contact center operations.

- 15% Oversees the development, implementation, training coordination, and reporting of the Branch's workforce forecasting needs. Assesses the needs of the branch to ensure there are appropriate means to plan, allocate, monitor, adjust, and account for responses to seasonal demands. Ensures new and revised policies and procedures are implemented consistently in the Command Center Division in line with the DI Deputy Director's intent, and through clear, concise, and accurate directions to field operations management. Ensures quality, quantity, and timeliness of services. Develops staff to ensure strong leadership and workforce succession planning.
- 10% As a member of the Disability Insurance Branch Executive Leadership Team, acts as a key advisor for policy decisions affecting the program and operating budgets, premises, and equipment acquisition and maintenance. Responsible for oversight and personnel management actions, including employer/employee relations, grievance/complaint handling, training, hiring, and performance evaluation. The incumbent demonstrates knowledge of laws, rules, regulations, and policies, including but not limited to the Government Code, Public Contracting Code, State Administrative Manual, Statewide Information Management Manual, and the State Contracting Manual, which are relevant and applicable to their lines of business. May act as the Disability Insurance Branch Deputy Director in their absence.