☐ Current ☒ Proposed

POSITION STATEMENT

1. POSITION INFORMATION	
CIVIL SERVICE CLASSIFICATION:	WORKING TITLE:
Supervisor I	Communication and Business Services Unit Manager
NAME OF INCUMBENT:	POSITION NUMBER:
Vacant	281-393-4800-976
SECTION/UNIT:	SUPERVISOR'S NAME:
Communication and Business Services Unit	Vacant
DIVISION:	SUPERVISOR'S CLASSIFICATION:
Sacramento Central Headquarters	Supervisor II
BRANCH:	REVISION DATE:
Employment Training Panel	9/30/2026
Duties Based on: ☒ Full Time ☐ Part Time – Fraction _____ ☐ Temporary – _____ hours	

2. REQUIREMENTS OF POSITION

Check all that apply:

☒ Conflict of Interest Filing (Form 700) Required
☒ May be Required to Work in Multiple Locations
☐ Requires DMV Pull Notice
☒ Travel May be Required
☐ Call Center/Counter Environment
☐ Requires Fingerprinting & Background Check
☐ Bilingual Fluency *(specify below in Description)*
☐ Other *(specify below in Description)*

Description of Position Requirements *(e.g., qualified Veteran, Class C driver's license, bilingual, frequent travel, graveyard/swing shift, etc.)*:

Click here to enter text.

3. DUTIES AND RESPONSIBILITIES OF POSITION

Under the direction of the Contracts and Business Services Section Chief, the Supervisor I will oversee the Communications and Business Services Unit (CBSU) and is responsible for leading the development and execution of communications, media, and social media strategies for ETP. The incumbent also oversees travel coordination, mail and courier support services, panel and committee meetings coordination, facility operations and fleet management, business continuity planning compliance, property lease and procurement oversight, furniture and asset tracking and administrative support. The incumbent should possess well-developed skills in written and oral communications, negotiation, positive attitude, customer centric and problem-solving skills. The incumbent oversees a wide variety of sensitive, high priority, analytical, and administrative actions while maintaining a high level of professionalism. Prepares and provides workflow analysis, project schedules, project oversight, and ensures deadlines are met. Provides proactive solutions to anticipated business related issues to improve service levels, maintain and complete organized documentation, and develop a high performing customer service support team. Provides overall management and guidance to CBSU staff. Specific duties may include, but are not limited to the following:

Percentage of Duties	Essential Functions
35%	Supervises and directs staff responsible for the development and implementation of ETP's internal and external communications, media relations, public information, social media, outreach, digital communications, and related communications activities. Plans, organizes, assigns, and reviews the work of subordinate staff; establishes priorities, schedules, and performance expectations; provides direction and technical guidance; monitors workload and work products; evaluates employee performance; identifies training and developmental needs; and takes or recommends appropriate personnel actions. Performs the most difficult and sensitive communications assignments within the unit and provides day-to-day supervision and direction to staff responsible for translating ETP, agency, administration, legislative, and executive priorities into coordinated communications strategies, plans, messaging, campaigns, and communication products. Reviews and approves or recommends approval of executive communications, reports, presentations, publications, digital content, social media, media materials, outreach products, and other communications deliverables to ensure accuracy, consistency, timeliness, accessibility, and alignment with established organizational direction. Provides supervisory direction and technical guidance to staff responding to emerging, controversial, urgent, or high-profile matters and reviews recommendations, messaging, and communication strategies before submission to management. Coordinates staff assignments and communications activities with ETP program areas, the Labor and Workforce Development Agency (LWDA), other state departments and agencies, governmental partners, and external stakeholders, as appropriate. Directs staff in developing communications and outreach initiatives that communicate ETP's programs, accomplishments, services, employers, workers, workforce partners, and the public. Reviews work products and provides recommendations to management regarding communications strategies, media relations, public information, stakeholder engagement, digital communications, and other communications issues. Ensures continuity of routine communications activities while the unit responds to high-priority agencies, administration, legislative, executive, or other time-sensitive assignments, and adjusts workload, priorities, and staff assignments as necessary to meet changing organizational needs. Evaluates unit workload, work processes, procedures, and communication practices and directs staff in developing and implementing improvements to increase efficiency, consistency, quality, accessibility, and effectiveness. Analyzes complex communications and operational issues, identifies potential problems, and develops recommendations and courses of action for management consideration. Establishes and maintains procedures for coordinating communications work across ETP divisions and programs and ensures staff apply established policies, procedures, standards, and management direction. Represents the unit in meetings and on departmental, interdepartmental, and cross-functional teams; communicates management direction to staff; and provides management with information and recommendations concerning workload, staffing, operational issues, and program activities.

Civil Service Classification
Supervisor I

Position Number
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25 %	Manages and directs CBSU staff responsible for business and administrative operations, including facilities, leases, space allocation, equipment, supplies, travel, and fleet services. Establishes work priorities and performance expectations; provides direction and guidance; reviews assignments for accuracy, completeness, and quality; and ensures timely and effective delivery of services. Oversees statewide leased-facility operations, including lease compliance and renewals, tenant improvements, space modifications, property maintenance, furniture and equipment needs, and related projects. Coordinates with property management, contractors, vendors, control agencies, and internal stakeholders to ensure facilities and services meet operational, safety, accessibility, and state requirements. Oversees procurement, maintenance, lifecycle management, and disposition of facilities equipment, furniture, supplies, telecommunications, and other business resources, including Cal-Card purchases. Provides oversight of travel and fleet operations, including Travel Expense Claims, CalATERS, travel expenditure reconciliation, vehicle assignment and

	maintenance, utilization, and compliance. Develops and monitors operational processes and project timelines, resolves issues, and ensures compliance with applicable state policies and procedures. Liaises with the Employment Development Department (EDD), Department of General Services (DGS), and other control agencies to coordinate business services, facilities operations, and regulatory requirements.
20%	Plans, coordinates, and oversees the administrative, operational, and logistical activities associated with monthly Panel and Policy meetings, including virtual and in-person meetings. Provides direction and oversight to staff responsible for meeting-related activities and establishes priorities, timelines, and work expectations to ensure timely and accurate completion of assignments. Coordinates meeting schedules and Panel Member participation; maintains the annual meeting calendar; and communicates logistical information to Panel Members, management, staff, and other stakeholders. Oversees meeting logistics, including securing meeting locations, coordinating virtual meeting platforms and technology, arranging facilities, equipment, and other resources, and ensuring compliance with applicable state policies and requirements regarding ADA accessibility, safety, security, and public access. Ensures meeting activities and processes are conducted in compliance with the Bagley-Keene Open Meeting Act and applicable state laws, regulations, policies, and departmental procedures. Directs the preparation, review, quality control, and timely distribution of agendas, meeting notices, staff reports, presentations, supporting documentation, and other materials provided to Panel Members and stakeholders. Identifies, evaluates, and resolves scheduling, logistical, accessibility, technology, and operational issues. Coordinates with management, program staff, legal or compliance resources, information technology, facilities, communications, and other stakeholders to address issues and ensure successful execution of meetings. Oversees the maintenance of official meeting records, including agendas, attendance records, meeting materials, recordings, correspondence, transcripts, and meeting minutes, ensuring accuracy, completeness, and accessibility. Reviews and monitors work products for accuracy, completeness, timeliness, and compliance with applicable records-management, retention, public-record, and confidentiality requirements. Provides guidance to staff regarding meeting coordination procedures, resolves complex or sensitive administrative issues, and elevates matters requiring management or policy direction. Serves as a primary liaison and coordination point for Panel Members, management, staff, presenters, stakeholders, and other internal and external partners regarding meeting schedules, procedures, materials, and logistical requirements. Oversees post-meeting activities, including organization and retention of official records, coordination of transcription and minutes-related activities, tracking of action items, distribution of follow-up information, and preparation for subsequent meetings. Evaluates existing meeting coordination practices, identifies operational and procedural issues, and recommends and implements process improvements to enhance efficiency, consistency, accessibility, transparency, and compliance with applicable state requirements.
15%	Supervises and oversees the development, reviews, revises, implementation, and maintenance of new and existing business processes and procedures with department-wide operational impacts. Provide direction and guidance to staff to ensure procedures are clear, accurate, consistent with applicable laws, regulations, departmental policies, and established best practices. Coordinate with the Information Technology (IT) Division to ensure procedures are appropriately posted, accessible, current, and maintained on the ETP intranet. Provide training, consultation, and technical guidance to staff on the implementation and administration of business-related procedures and collaborate with supervisors and managers throughout the department to identify operational needs, resolve procedural issues, and support effective and consistent operations. Evaluate the effectiveness of new and revised procedures, identify operational and accountability gaps, and recommend improvements to management. Oversees administrative and support services essential to daily ETP operations, including mail and courier services, business continuity and emergency preparedness activities, standardized forms, and departmental style guides. Coordinate and monitor these services to ensure efficient delivery and compliance with state and departmental policies, while supporting

	operational continuity and stakeholder and employee engagement. Establish and coordinate logistical and administrative support during service disruptions to maintain critical business services, and participate in preparedness training, exercises, and interdepartmental planning efforts to support operational recovery, continuity of essential services, and implementation of corrective actions.
Percentage of Duties	**Marginal Functions**
5%	Performs other duties as assigned.

4. WORK ENVIRONMENT *(Choose all that apply)*

Standing: Occasionally - activity occurs < 33%	Sitting: Continuously - activity occurs > 66%
Walking: Occasionally - activity occurs < 33%	Temperature: Temperature Controlled Office Environment
Lighting: Artificial Lighting	Pushing/Pulling: Occasionally - activity occurs < 33%
Lifting: Occasionally - activity occurs < 33%	Bending/Stooping: Occasionally - activity occurs < 33%

Other: *Click here to enter text.*

Type of environment:

☒ High Rise ☒ Cubicle ☐ Warehouse ☐ Outdoors ☐ Other**:**

Interaction with customers:

☐ Required to work in the lobby ☐ Required to work at a public counter ☒ Required to assist customers on the phone ☒ Required to assist customers in person ☐ Other:

5. SUPERVISION

Supervision Exercised*:* Directly – 2 Analysts II; 1 Analyst I and 1 MST

6. SIGNATURES

Employee's Statement:
I have reviewed and discussed the duties and responsibilities of this position with my supervisor and have received a copy of the Position Statement.

Employee's Name:

Civil Service Classification
Supervisor I

Position Number
281-393-4800-976

Employee's Signature: Date:

Supervisor's Statement:
I have reviewed the duties and responsibilities of this position and have provided a copy of the Position Statement to the employee.

Supervisor's Name:

Supervisor's Signature: Date:

7. HRSD USE ONLY

Classification and Pay Group (CPG) Approval

☒ Duties meet class specification and allocation guidelines.	CPG Analyst initials	Date approved
☐ Exceptional allocation, 625 on file.	YS	10/22/2026

Reasonable Accommodation Unit use ONLY *(completed after appointment, if needed)*

If a Reasonable Accommodation is necessary, please complete a Request for Reasonable Accommodation (DE 8421) form and submit to Human Resource Services Division (HRSD), Reasonable Accommodation Coordinator.

List any Reasonable Accommodations made:

Click here to enter text.

Supervisor: After signatures are obtained, make 2 copies:

- Send a copy to HRSD (via your Attendance Clerk) to file in the employee's Official Personnel File (OPF)
- Provide a copy to the employee
- File original in the supervisor's drop file