STATE OF CALIFORNIA
GOVERNOR'S OFFICE OF SERVICE & COMMUNITY ENGAGEMENT
Rev. 08/2026

DUTY STATEMENT

DIVISION CALIFORNIA VOLUNTEERS			POSITION NUMBER (Agency – Unit – Class – Serial) 428-608-4969-002			☐ CURRENT ☒ PROPOSED
BRANCH / PROGRAM Alumni, Leadership, and Career Development			CLASSIFICATION TITLE Manager I			
SECTION (If applicable) N/A			WORKING TITLE Corps to Career Manager			
REGIONAL OFFICE Choose an item.			COI Yes	WWG E	CBID M01	TENURE P	TIME BASE FT
WORK SCHEDULE M-F 8am-5pm	SUPERVISION EXERCISED Yes		SPECIFIC LOCATION ASSIGNED TO Choose an item.			
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, promotes more youth and community engagement to tackle the state's most pressing challenges. GO-Serve consists of California Volunteers (CV) and the Youth Empowerment Commission (YEC).

GENERAL STATEMENT

Under general direction of the Career and Leadership Development Director (CEA) the Corps to Career Manager (Manager I) is responsible for managing and strengthening a Corps to Career development program designed to support CA Service Corps members and alumni as they transition from service into meaningful employment and career pathways with opportunities for advancement and upward mobility. The Manager I manages and oversees career readiness training, employer network partnerships, career fairs, job board and digital platform resources, outreach initiatives, and program evaluation. The Manager I develops and implements strategies to increase participation, strengthen employer network, and improve employment opportunities for CA Service Corps members and alumni.

% 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. *(Use addition sheet if necessary)*
30%	**ESSENTIAL FUNCTIONS** **Program Operations and Management** Manage and oversee operations and implementation of the Corps to Career (C2C), program, and ensure the activities, training, and events are completed effectively and align with established program goals and timelines. Oversee the planning and scheduling of virtual and in-person career readiness training in coordination with CA Service Corps members, alumni, and training partners to ensure training availability, accessibility, and alignment with participant needs. Monitor training participation, completion rates, and participant feedback. Evaluate program effectiveness and recommend adjustments to training offerings, delivery methods, and schedules to improve engagement and outcomes. Plan, direct, and evaluate in-person and virtual career fairs, establish implementation priorities, oversee program requirements, and assess event effectiveness in connecting CA Service Corps members and alumni with employment opportunities. Improve and maintain operational processes to support the delivery of training, career fairs, and related career development services, identify implementation challenges and initiate improvements. Evaluate program performance and service delivery, identify operational gaps, and implement corrective actions or recommend programmatic changes to improve efficiency, consistency, and participant

20%	experience. Provide regular updates to management regarding participation trends, challenges, and recommended improvements. **Employer Network Development** Collaborate with the Career Pathways and Employer Partnerships Deputy Director to strengthen relationships with employers participating in the C2C network. Establish and maintain processes that facilitate employer participation, including job posting procedures, candidate referrals, hiring pathways, recruitment requirements, and communication of employment opportunities. Oversee the administration and quality of employment opportunities posted to the CV Fund digital platform, ensuring that job postings and related information are accessible, relevant, and aligned with program requirements. Coordinate with employers to define and communicate hiring pathways, application processes, minimum qualifications, and employment opportunities for CA Service Corps members and alumni. Monitor employer participation and adherence to established partnership agreements and commitments; identify gaps in implementation; and initiate follow-up and corrective actions within delegated authority.
20%	**Employer Monitoring** Monitor employer participation and follow up with partners to address recruitment, hiring, technology, communication, or any implementation challenges. Monitor employer commitments and partnership agreements, coordinate follow-ups to ensure expectations and objectives are met. Conduct employer focus groups, surveys, and other feedback to assess employer experience and identify opportunities to strengthen the C2C program. Collaborate with the CV Fund on the Corps to Career job board and digital platform to improve content, functionality, accessibility, and usage by employers, CA Service Corps members, and alumni. Prepare assessments and recommendations regarding employer network performance, partnership effectiveness, platform utilization, and opportunities for continued improvement.
15%	**Program Outreach, Engagement, and Promotion** Design and implement a comprehensive outreach and engagement plan to increase awareness and participation in C2C program for CA Service Corps members and alumni. Coordinate with CA Service Corps to integrate C2C resources, training, and opportunities throughout member experience. Collaborate with the GO-Serve Communications and Marketing staff to develop consistent messaging, materials, digital content, announcements, and outreach campaigns. Collect and analyze participant feedback through surveys, focus groups, participation data, and other evaluation methods. Design, implement, and evaluate program participation, engagement, satisfaction, and data to identify gaps and opportunities for improvement. Create and implement continuous improvement strategies based on feedback, input, and program performance.
10%	**Program Administration and Supervision** Provide supervision to C2C staff. Establishes performance expectations, conducts performance evaluations, provide coaching and guidance to support performance management and professional development. Assign and monitor workload to ensure alignment with C2C program objectives. Represent C2C in internal and external meetings, workgroups, and presentations. Prepare and present reports, presentations, and recommendations to senior management, and provide regular updates to the Career and Leadership Development Director. Participates in staff meetings, attends training, provides work status reports, handles special projects, and serve on inter-department working groups.
5%	**MARGINAL FUNCTIONS** Performs other job-related duties as requested.

KNOWLEDGE AND ABILITIES

Knowledge of: Principles, practices, and trends of public and business administration, including management and supportive staff services such as budget, personnel, management analysis, planning, program evaluation, or related areas; 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; department's Affirmative Action Program objectives; and a manager's role in the Affirmative Action Program and the processes available to meet affirmative action objectives.

Ability to: Reason logically and creatively and 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 Staff Services program; establish and maintain project priorities; develop and effectively utilize all available resources; and effectively contribute to the department's affirmative action objectives.

DESIRABLE QUALIFICATIONS:

- Demonstrated experience developing, implementing, and managing programs related to career development, workforce development, community engagement, or a related field.
- Experience establishing program goals, performance measures, and key performance indicators.
- Experience analyzing data to assess program effectiveness and drive improvements.
- Experience building and maintaining relationships with diverse stakeholders, including employers, community organizations, and program partners.
- Experience developing engagement, outreach, and communication strategies that increase participation and strengthen stakeholder relationships.
- Knowledge of career development, mentorship, professional development, workforce pathways, and employer engagement strategies.
- Strong project management and organizational skills, with the ability to establish priorities, manage multiple projects, meet deadlines, and deliver results in a fast-paced environment.
- Experience planning and managing events, trainings, workshops, networking opportunities, and other large-scale engagement activities.
- Excellent written and verbal communication skills, with the ability to communicate effectively with diverse audiences.
- Experience identifying opportunities for program innovation and developing new processes, systems, or solutions.
- Strong analytical and strategic problem-solving skills, including the ability to assess complex issues, exercise sound judgment, and make recommendations aligned with organizational priorities.
- Ability to work effectively and thrive in a collaborative, mission-oriented organization; highly organized, creative, and self-motivated.

	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 15% may be required. Occasional extended hours outside of normal working business hours 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 HAVE DISCUSSED THE DUTIES OF THE POSITION WITH THE EMPLOYEE AND HAVE PROVIDED A COPY OF THE DUTY STATEMENT TO THE EMPLOYEE.***

SUPERVISOR'S NAME (Print)	SUPERVISOR'S SIGNATURE	DATE

EMPLOYEE'S STATEMENT: ***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).***

EMPLOYEE'S NAME (Print)	EMPLOYEE'S SIGNATURE	DATE