

DUTY STATEMENT

DIVISION CALIFORNIA VOLUNTEERS		POSITION NUMBER (Agency – Unit – Class – Serial) 428-608-4802-001			☐ CURRENT ☒ PROPOSED	
BRANCH / PROGRAM Alumni, Leadership, and Career Development		CLASSIFICATION TITLE Manager II				
SECTION (If applicable) N/A		WORKING TITLE Career Pathways & Employer Partnerships Deputy Director				
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, 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 Career and Leadership Development Director (CEA), the Career Pathways and Employer Partnerships Deputy Director (Manager II) provides strategic leadership, management oversight, and operational direction for the development and implementation of career pathway strategies for the Corps to Career program that advance the long-term career success of CA Service Corps members and alumni. The Manager II leads the development and expansion of strategic employer partnerships across the public, private, nonprofit, and industry sectors to strengthen workforce connections, expand career pathways, and increase access to meaningful employment opportunities. The Manager II translates workforce trends, employer talent needs, and emerging industry opportunities into strategic initiatives, program enhancements, and partnership strategies that improve employment outcomes and advance program objectives. The Manager II provides direction and oversight for complex programmatic activities, leads cross-functional collaboration, and cultivates high-level relationships with internal and external stakeholders to advance the goals of the Corps to Career program.

% 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>
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30%

ESSENTIAL FUNCTIONS

Develops, implements, and provides continuous improvement of career pathway frameworks that guide CA Service Corps members and alumni from service to sustainable employment and long-term career advancement for the Corps to Career program. Analyzes labor market trends, workforce demands, emerging industries, and evolving employer talent needs to identify strategic opportunities and inform program priorities. Directs the identification and mapping of career pathways across multiple industry sectors, including the skills, certifications, educational requirements, competencies, and professional experience necessary for targeted occupations. Translates workforce intelligence and employer insights into strategic recommendations, program enhancements, and career development initiatives that strengthen employment outcomes. Establishes alignment between employer workforce requirements and the Corps to Career pathway strategies and guides the communication of employment opportunities, industry expectations, and career advancement options to CA Service Corps members and alumni.

25%	<p>Leads the development and implementation of strategic employer engagement initiatives to expand and strengthen partnerships with public agencies, private-sector employers, nonprofit organizations, workforce development organizations, and industry leaders. Establishes partnership priorities and cultivates high-level relationships that support talent pipelines, employment opportunities, professional development, and long-term career advancement for CA Service Corps members and alumni. Engages with employers, hiring managers, recruiters, and workforce partners to assess talent needs, identify emerging hiring opportunities, and develop collaborative approaches that align employer workforce demands with program objectives. Directs efforts to expand the employer network, strengthen existing partnerships, and identify opportunities for innovative career pathway development. Coordinates employer engagement efforts with the Governor's Office of Business and Economic Development (GO-Biz) and the Labor & Workforce Development Agency (LWDA). Represents CV and the Corps to Career program in external engagements, including conferences, career fairs, workshops, industry convenings, networking events, and community forums, to advance organizational priorities, strengthen stakeholder relationships, and promote the program's workforce development objectives.</p>
20%	<p>Provides strategic direction for the development and enhancement of systems, processes, and operational frameworks that support employer relationship management, partnership development, and workforce engagement. Establishes approaches for tracking employer outreach, evaluating partnership effectiveness, and identifying opportunities to expand employer participation and employment outcomes. Oversees the development and use of employer engagement metrics, partnership performance measures, and data management systems to assess employer network growth, hiring pipelines, job opportunities, placement outcomes, and the effectiveness of career pathway initiatives. Ensures that customer relationship management systems, employer databases, shared files, and related information resources support accurate reporting, informed decision-making, and coordinated employer engagement. Collaborates with the GO-Serve Communications and Marketing teams in the development of communication, marketing, and outreach strategies that strengthen employer participation, promote program services, and sustain a responsive employer partner network.</p>
10%	<p>Provides management-level direction and oversight to Alumni, Leadership, and Career Development staff responsible for implementing career pathway, employer engagement, and related program initiatives. Identifies resource needs, resolves implementation challenges within delegated authority, and provides recommendations to leadership concerning staffing, operational effectiveness, and program improvements. Promotes a collaborative, results-oriented work environment that supports service quality, continuous improvement, and achievement of employment and career development objectives.</p>
10%	<p>Serves as a senior member of the Alumni, Leadership, and Career Development team and participates in inter-departmental meetings to provide project updates and align on core priorities for CV and the Corps to Career program. May act on behalf of the Career and Leadership Development Director in their absence by responding to internal and external requests for information to maintain business functionality and to ensure office operations continue. Facilitates local, state, and federal agency and industry partner convenings to strengthen workforce collaboration, align partnership efforts, and identify opportunities to expand career pathways and employment outcomes. Participates in staff meetings, attends training, provides work status reports, handles special projects, and serves on inter-department working groups.</p>
5%	<p>MARGINAL FUNCTIONS Performs other job-related duties as requested.</p>

KNOWLEDGE AND ABILITIES

Knowledge of: 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

- Knowledge of workforce development, career pathways, employer engagement, and employment trends.
- Experience developing and managing strategic partnerships with public agencies, private employers, nonprofit organizations, educational institutions, and industry stakeholders.
- Experience designing and implementing employer engagement strategies that result in sustainable hiring pipelines and employment opportunities.
- Knowledge of labor market information, workforce trends, and economic development initiatives, and the ability to apply data to program planning and decision-making.
- Experience leading complex projects, managing multiple priorities, and achieving program objectives in a fast-paced environment.
- Experience supervising, coaching, and developing staff while fostering a collaborative and high-performing team culture.
- Excellent written and verbal communication skills, including experience delivering presentations, facilitating meetings, and preparing reports, briefing materials, and executive correspondence.
- Experience using data, performance metrics, and customer relationship management systems to evaluate program outcomes and inform continuous improvement.
- Ability to analyze complex issues, develop strategic solutions, exercise sound judgment, and make recommendations that support organizational priorities.
- Ability to work effectively and thrive in a collaborative and mission-oriented organization.
- Highly organized, creative, and self-motivated with the ability to prioritize and manage multiple projects simultaneously in a fast-paced office environment.

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

<p>all levels. Communicate successfully in a diverse community as well as with individuals from varied backgrounds.</p> <p>SPECIAL PHYSICAL CHARACTERISTICS: Persons appointed to this position must be reasonably expected to exert up to 10lbs. 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 extended hours outside of normal working business hours may be required. This position requires up to 20% travel when performing assignments away from headquarters.</p>		
<p>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.</p>		
<p>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></p>		
SUPERVISOR'S NAME (Print)	SUPERVISOR'S SIGNATURE	DATE
<p>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></p>		
EMPLOYEE'S NAME (Print)	EMPLOYEE'S SIGNATURE	DATE