Special Advisor, Executive Branch, CEA Level A
Employment Development Department

Under the administrative direction of the Chief Deputy Director, the incumbent will serve as the Special Advisor to the Directorate. The Special Advisor will be responsible for policy development in the areas of direct outreach, stakeholder engagement, staff engagement, ensuring alignment with departmental priorities, strategic objectives, and leadership direction. The incumbent will also prepare Deputy Directors, Exempt Appointees, and Governor's Office staff to engage effectively with stakeholders, advisors, and subject-matters experts to inform EDD policies and practices, incorporating first-hand knowledge of the experiences of claimants, barriers faced, ways to prevent user error, and other opportunities for continuous improvement.

30% Directs systems of data collection, research, program development, implementation and evaluation. Implements the Governor's priorities and establishes EDD policies and procedures relating to improving customer and stakeholder engagement. Establishes operational procedures consistent with state, federal, and national program needs and requirements and develops/interprets legislation and other applicable regulations. Prepares Deputy Directors, Exempt Appointees and Governor's Office staff to engage with stakeholders, advisors and subject-matter experts to inform, advance and align EDD policy with departmental priorities and strategic objectives.

25% Resolves highly complex and sensitive EDD benefit services issues raised by executive and management staff on behalf of the Chief Deputy Director and Director. Independently responds to, and makes decisions regarding, critical and ongoing issues involving EDD services and functions. Provides guidance to Deputy Directors regarding a variety of public policy issues and court mandates. Coordinates cross-departmental operations, monitoring program performance, identifying operational risks and opportunities for improvement, and ensuring alignment with departmental policies, strategic priorities, and direction from the Directorate. Provides guidance to program Deputy Directors on public policy issues, court mandates, operational challenges, and implementation strategies to support effective service delivery, operational accountability, and consistent execution of departmental objectives.

20% As a member of the Department's Executive Staff, acts as a key advisor to the Directorate for policy decisions affecting the Department's program and operating budgets, premises and equipment acquisition and maintenance, and personnel practices. Develops, establishes, and oversees policies, procedures, and protocols governing the functions and operations of the Director's Office. Establishes criteria and reviews procedures and decision-making protocols. Ensures policies and procedures promote consistency, accountability, operational efficiency, and alignment with departmental priorities, executive direction, delegated authorities, and applicable requirements.

15% Develops staff and carries out Department and Branch succession plan strategies. Completes training plans, probation reports, and other personnel-related products in a timely manner, according to the Personnel Management

Handbook. The incumbent demonstrates knowledge on laws, rules, regulations, and policies including but not limited to, 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.

10% Represents the Department with the Legislature (members, staff, and Legislative Analyst office), the Department of Finance, the Labor and Workforce Development Agency, and the Department of Labor. .