DUTY STATEMENT

Classification: Career Executive Assignment (CEA) Level C	
Working Title: Deputy Director, Program Operations	
Program: Program Operations	
Division:	
Branch:	
Section:	
Unit:	
Office Location: 830 Stillwater, West Sacramento, CA 95605	
COI Position: ☑ Yes ☐ No	Telework Eligible: ☑ Yes ☐ No
CBID: M01	Position Number: 805-400-7500-002
Bilingual Position: ☐ Yes ☑ No	Specify Language: Not Applicable

This position requires the incumbent to perform their essential functions; maintain consistent and regular attendance in-person and/or virtually; to communicate effectively and professionally, both orally and in writing; to develop and maintain knowledge and skills related to specific tasks, methodologies, materials, tools, and equipment; to complete assignments in a timely manner; and to adhere to departmental policies and procedures regarding attendance and conduct including those outlined in the Health Administrative Manual and the DHCS Telework Program. To promote collaboration and connection, essential functions are generally in-person consistent with the DHCS Telework Program and pursuant to an approved Telework Agreement.

Job Summary:

Under the general direction of the Chief Operating Officer for Programs, Program Integration and Operations Support, the Deputy Director (DD), Program Operations (PO), has full management responsibility for the California Medicaid Management Information System Operations Division, Clinical Assurance Division, Provider Enrollment Division, and the Third Party Liability and Recovery Division (collectively, the Program).

The DD, PO formulates, recommends, and implements department-wide policies with significant impact on all programs across Managed Care, Fee-For-Service, Dental, and other health care delivery systems administered by DHCS. The DD, PO leads the most complex efforts that advance the Department's operations, program integrity, and fiscal integrity. This Program is complex and sensitive in nature, which requires frequent, high-level, negotiations and policy direction of the Department's program and technical staff, as well as outside consultants, and high-level management within the Department.

The DD, PO represents the Department before the public, advocacy and constituency groups, providers, medical associations, counties, other state agencies, the media, and numerous statewide organizations in all matters related to the work of the Program.

The DD, PO, is a member of then DHCS Executive Staff and is subject to the Department's Conflict of Interest Code and filing a Statement of Economic Interests (Form 700) upon assuming office, annually while in office, and upon leaving office.

Job Summary (cont):

The duties contained in this job description 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. The incumbent of this position may perform other duties (commensurate with this classification) as assigned, including work in other functional areas to cover during absences, to equalize peak work periods or to otherwise balance the workload.

Description of Duties:	
% of Time	**Essential Functions**
25%	Directs and coordinates the development, implementation, and interpretation of sensitive and complex policies in support of and necessary to ensure the successful operation of the Program, including project planning and schedules, requirements development, and supporting system design and technical architecture. Policies include the DHCS operations and oversight (e.g., performance standards and requirements, quality monitoring, fiscal integrity, program intergrity - including fraud, waste, and abuse prevention and detection through advanced analytics and artificial intelligence, provider enrollment and oversight, treatment authorization and utilization management, third party liability and recovery, and contract compliance); ongoing operations (e.g., maintenance of and updates to fiscal intermediaries and provider enrollment activities, relationships, and communications with more than 180,000 health care providers, adjudication of claims, and treatment authorization requests); and, payment of $20 billion a year in health care claims.
20%	Represents the Department with program partners, key legislators, and their staff, high-level federal and state officials, committees, advocacy groups, and high-level officials from other state departments to build consensus and to discuss and formulate state policies and implementation strategies. Participates in sensitive negotiations to resolve differences in program interpretation, application, integration, and implementation.
20%	Directs the strategic management, integration, and oversight of large, complex vendor, contractor, and fiscal intermediary relationships essential to DHCS. Leads and participates in high-value, high-risk procurements, shaping acquisition strategy; developing and reviewing requirements, scopes of work, and service-level agreements; and ensuring compliance with state and federal contracting laws, rules, and processes that govern large-scale procurements. Conducts and directs sensitive, high-stakes contract negotiations; resolves escalated vendor performance issues and contractual disputes; and oversees contract compliance and ongoing performance monitoring. Provides strategic operational support by aligning vendor capabilities and service delivery with Department priorities, driving continuous improvement, cost-effectiveness, risk mitigation, and operational readiness. Provides DHCS leadership with advice and counsel on all matters related to operations, implementation, and contract/vendor management.
15%	Supports strategic direction of the department by implementing change in alignment with the DHCS Strategic Plan, including the responsible deployment of artificial intelligence and automation to strengthen program integrity and operational outcomes, consistent with State and Department governance. Oversees and provides policy direction to all program and technical teams of staff and resources, including managing and directing consultants and contractors that work directly on preparing requirements to be used for the design, development, and implementation of the Program to support Medi-Cal and other health care

Description of Duties:	
% of Time	**Essential Functions**
	delivery systems administered by DHCS.
15%	As a member of the Department's Executive Staff, has broad authority for recommending and implementing department-wide policies with significant impact on all DHCS Programs. Collaborates across programs with peers on cross-program priorities and provides strategic direction for the Program. Serves as a key advisor to the Department's Directorate, Executive Staff, Senior Management, internal committees, departmental team members, consultants, contractors, providers, other state agencies, statewide organizations, and the public on matters related to program policy and operations. Provides advice and counsel on policy design, implementation of programs, evaluations of risks and approaches to ensure successful delivery through effective operational readiness planning and organizational change management. Responsible for providing regular progress reports regarding program operations and significant milestones to the Chief Operating Officer for Programs.

Description of Duties	
% Of Time	**Essential Functions**
% Of Time	**Marginal Functions**
5%	Other duties as required based on operational business needs.

Supervision Received: Under General Direction by the (enter supervisor classification):
Chief Operating Officer for Programs (Exempt).

Supervision Exercised: (check all that apply) ☐ Non-Supervisory Classification / None

☑ Clerical Staff ☑ Analytical Staff ☑ Technical Staff
☑ Professional Staff ☑ Supervisory Staff ☑ Managerial Staff

Special Requirements:

☐ Medical Evaluation /Clearance ☐ Typing Certificate ☐ Valid Driver's License
☐ Background Check / Finger Printing Clearance
☐ Valid Professional License (please specify): _____

Desirable Qualifications:

• Knowledge of the organization of California state government, administration, and operation.
• Knowledge of state and federal laws, regulations, rules, and processes that govern the health care programs administered by the DHCS, including Medi-Cal.
• Knowledge of laws, regulations, rules, and processes that govern large scale procurements.
• Ability to manage complex vendor and fiscal intermediary relationships, including contract negotiations and performance oversight.
• Ability to provide guidance for program operations, large-scale project planning, and project execution.
• Knowledge of program integrity approaches, principles, and operations, including fraud, waste, and abuse prevention, detection, and recovery.
• Ability to lead the responsible, ethical deployment of artificial intelligence to improve operational and program integrity outcomes.
• Ability to lead and develop large, multidisciplinary teams in a complex operational environment.

Working Conditions (Check all that apply):

Prolonged Periods of:
☐ Standing ☑ Sitting ☐ Kneeling ☐ Bending

Travel May be Required:
☐ Occasional ☐ Over Night

Requires Lifting of Heavy Objects up to: _____

Acknowledgements:

Human Resources Acknowledgement: The Human Resources Division has reviewed and approved this duty statement.

Analyst Name:	Analyst Signature:	Date:
Kristin Boldarev	Kristin Boldarev Digitally signed by Kristin Boldarev Date: 2026.10.29 14:10:19 -07'00'	

Employee Acknowledgement: I have discussed with my supervisor the duties of the position and have received a copy of this duty statement.

Employee Name:	Employee Signature:	Date:

Supervisor Acknowledgement: I certify this duty statement represents an accurate description of the essential functions of this position. I have discussed the duties of this position with the employee and provided the employee a copy of this duty statement.

Supervisor Name:	Supervisor Signature:	Date: