DEPARTMENT OF CHILD SUPPORT SERVICES

DUTY STATEMENT

ASD 045 (REV. 03/2024)

Clear | Save As | Print

Type of Duty Statement:	Proposed	**Revision Date:**	10/13/2026

1. Position Information

A. Employee Name:

B. Position Number:	**C. CBID:**	**D. WWG:**	**E. Effective Date:**
817– 130 – 4800 - 001	S01	E	10/13/2026

F. Classification Title:	**G. Working Title:**
Supervisor I	Organizational Change Management Superviso

H. Division:	**I. Branch/Section/Unit:**
Executive	Office of Communications & Public Affairs/ Organizational Change Management

2. POSITION REQUIREMENTS

Special Requirement: *Check All that Apply*

- ☐ Bilingual Fluency (Non-English Language) - Specify Below
- ☑ Background Check Requirements
- ☐ Other - Specify Below

A. Special Requirements Description, as applicable:

B. Conflict of Interest Required (Gov. Code 87300, et seq.)? ☑ **Yes** ☐ **No**

This position is designated under the Conflict-of-Interest Code. This position is responsible for making or participating in the making of governmental decisions that may potentially have a material effect on personal financial interests. The appointee is required to complete Form 700 within 30 days of appointment. Failure to comply with the Conflict-of-Interest Code requirements may void the appointment.

3. SUPERVISION

A. Supervision Received:

The incumbent reports directly to the Assistant Director within the Office of Communication & Public Affairs.

B. Supervision Exercised:

The Supervisor I directly supervises Analysts.

4. DUTIES AND RESPONSIBILITIES OF THE POSITION

CONDUCT, ATTENDANCE AND PERFORMANCE EXPECTATIONS

This position requires the incumbent conduct oneself in accordance with the Department of Child Support Services leadership practices and principles, maintain consistent and regular attendance; communicate effectively and professionally (both orally and in writing) in dealing with the public and/or other employees; develop and maintain knowledge and skills related to specific tasks, methodologies, materials, tools, and equipment; complete assignments in a timely and efficient manner; and adhere to all departmental policies and procedures.

GENERAL STATEMENT

Under the general direction of the Assistant Director, Office of Communication and Public Affairs, the Supervisor I oversees the Organizational Change Management (OCM) Unit. The incumbent provides OCM leadership, strategic oversight, and change management subject-matter expertise. The Supervisor I may also perform OCM duties for high-impact or confidential projects. The Supervisor I ensures staff readiness, communication consistency, and alignment with DCSS's change management strategy.

A. Percentage of Time Performing Duties	**B. An itemized listing of the specific job duties and the percentage of time spent on each separate and distinct task, with essential and marginal functions identified. Percentages must be listed in descending order and must equal 100%. (No duties less than 5%.).**
ESSENTIAL FUNCTIONS	
IT Domain: *Check All That Apply*	**FOR INFORMATION TECHNOLOGY (IT) CLASSIFICATIONS ONLY** ☐ Business Technology Mgmt. ☐ Software Engineering ☐ IT Project Mgmt. ☐ System Engineering ☐ Information Security ☐ Client Services
35 %	Lead the establishment and maturity of Enterprise Change Management practices across the department, ensuring OCM principles are applied consistently and strategically at all organizational levels. Serve as a subject-matter expert and champion of OCM methodologies, tools, and practices. Provide expert-level OCM guidance to Executive leadership to support decision-making, strategic planning, and alignment of departmental initiatives. Partner closely with the Assistant Director, OCPA to ensure all communication incorporates departmental context, historical considerations, and strategic goals. Oversee the OCM framework, repository, templates, guidance materials, and training resources. Conduct performance measurement of OCM effectiveness and recommend improvements. Identify OCM risks, issues, and communications challenges and elevate high-impact matters to executive leadership. Partner with DCSS Executives, Managers & Supervisors, and Enterprise Project Management to embed OCM activities into project planning, execution, monitoring, and closeout of projects and changes. Represent the OCM unit in departmental, LCSA, and statewide work groups.

30 %	Lead, mentor, and develop OCM Analysts. Plan, coordinate, and assign staff workload based on complexity, confidentiality, and departmental need. Conduct probationary and annual performance evaluations, corrective actions, and employee development planning. Provide oversight of all analyst activities to ensure adherence to OCM standards, alignment with departmental goals, and timely completion of assignments. Set unit goals, monitor progress, and ensure timely completion of assignments. Screen candidates, interview, and hire staff. Ensure analyst-produced OCM and communication deliverables meet department quality, consistency, and clarity standards. Oversee analyst review of LCSA communications and ensure statewide consistency in OCM practices. Guide analysts in providing unit-level OCM support and ensure alignment with departmental strategy. Ensure analysts meet mandatory and recommended training requirements. Provide ongoing knowledge transfer to ensure staff competency in current OCM industry trends. Ensure analysts maintain and update templates and processes according to current best practices.
20 %	Translate complex project milestones into clear messaging to support executive and staff readiness. Ensure cross-divisional messaging consistency and alignment with DCSS leadership direction. Provide oversight, approval, and guidance on analyst-developed engagement tools and communication assets including eComms, FAQs, summaries, slide decks, videos, Teams posts, and reader board content. Provide communication review and editing for statewide implementations and LCSA-specific needs. Respond to inquiries with timely, accurate, and clear information. Oversee mailbox inquiry response standards to ensure timely, clear, and consistent messaging. Provide direct OCM support for confidential, sensitive, or strategic projects. Collaborate with leadership, project teams, and LCSAs to plan, coordinate, and deliver change activities. Monitor project scope and identify project management creep that impacts OCM timelines, deliverables, or communication needs, and advise project teams and leadership accordingly. Oversee analyst collaboration with OCPA and Business Excellence on Behavioral Science and OCM principles.

10 %	Oversee development and delivery of OCM training modules. Facilitate select leadership or statewide OCM training sessions. Evaluate training feedback and enhance future offerings. Support engagement and culture-building through communication best practices and OCM driven messaging.
%	

MARGINAL FUNCTIONS	
5 %	Attend departmental meetings, statewide conferences, and professional development. Perform other duties to fulfill the mission, goals, and objectives of DCSS.
100 %	**TOTAL**

5. WORKING ENVIRONMENT AND PHYSICAL REQUIREMENTS

☐ **Office Centered**

Incumbent's workspace will be a two-story, office building environment with standard modular cubicle or office spaces, temperature control and artificial lighting. Requires sitting for long periods of time while using a personal computer for email communication, reviewing documents, and attending meetings. Incumbent must be able to sit for extended periods of time attending meetings or sit and/or stand while working. Incumbent may perform repetitive hand motions such as typing, push, pull, reach, or bend (neck and waist). The work environment is fast-paced and can be demanding. May require periodic work during non-standard hours and during weekends to meet workload needs. Travel may be required for meetings or to attend professional training and/or events.

☑ **Remote Centered**

Incumbent's workspace will be divided between an office-centered, two-story, professional office building environment and a remote-centered work location in accordance with an approved telework agreement. Dedicated remote-centered workspaces must comply with all departmental and state safety and security policies. Requires sitting for long periods of time while using a personal computer, reviewing documents, and attending meetings remotely. The office-centered workspace consists of an office building environment with standard modular cubicle or hoteling office space, and artificial lighting. Requires sitting for long periods of time while using a personal computer, reviewing documents, and attending meetings remotely or in designated areas. The work environment is fast-paced and can be demanding. May require periodic work during nonstandard hours and during weekends to meet workload needs. Travel may be required to attend professional training and/or events. Remote centered teleworkers must forgo telework when their physical presence is required in the office on a regularly scheduled telework day.

6. OTHER RESPONSIBILITIES

A. Independence of Action and Consequences:

Flexibility and good judgment are essential. The incumbent exercises judgment in making decisions affecting various aspects of OCM for department-wide projects. Poor judgment and decisions can adversely affect the statewide program and results in loss of revenues and federal incentive funding. Failure to identify and mitigate risks and issues in a timely manner could result in disruption to program services, inefficiencies and increased program costs. Poor communication and coordination can adversely affect the Child Support Program.

B. Personal Contacts:

The incumbent has frequent contact with DCSS directorate, executives, managers, staff, consultants and Local Child Support Agency directors, managers, and staff.

C. Administrative Responsibilities (Supervisory/Managerial Class Only):

The incumbent performs the full range of supervisory and management duties, including, but not limited to: interpret and adhere to policies, rules, laws, regulations, and bargaining unit contracts; provide direction and guidance regarding work assignments and daily work activities to ensure timely completion of assignments; review work and evaluate performance of staff by providing regular feedback and completing timely probationary reports and annual performance appraisals summaries; monitor employee performance and, if necessary, utilize performance management principles and procedures; complete personnel documentation and utilize the competitive hiring process; and approve or deny administrative requests including leave, overtime, travel, and training.

7. Acknowledgements

A. Employee's Acknowledgement: I have read and understand the duties listed above and I certify that I possess essential personal qualifications including integrity, initiative, dependability, good judgment, and ability to work cooperatively with others. I have received a copy of the duty statement.

I can perform these duties with or without reasonable accommodation: ☐ **Yes** ☐ **No**

If you believe reasonable accommodation is necessary, discuss your concerns with the hiring supervisor. If unsure of a need for reasonable accommodation, inform the hiring supervisor, who will notify the Reasonable Accommodation Coordinator in the Equal Employment Opportunity and Diversity Office.

Duties of this position are subject to change and may be revised as needed or required.

Employee's Name (Print):	
Employee's Signature:	
Date:	

B. Supervisor's Acknowledgment: I certify this duty statement represents current and an accurate description of the essential functions of this position. I have discussed the duties of this position with and provided the above-named employee a copy of this duty statement.

Supervisor's Name (Print):	
Supervisor's Signature:	
Date:	