State of California
GOVERNOR'S OFFICE OF EMERGENCY SERVICES
POSITION DUTY STATEMENT
BU: 2, 7, & Non-represented

EMPLOYEE:	CLASSIFICATION: Program Manager II	HEADQUARTERS: Mather Campus
PROGRAM/UNIT: Response Operations/ Headquarters Response/ SOC Management/ SOC Info Management	POSITION NUMBER: 163-370-4923-003 (11332)	CBID: S07
TENURE: Permanent	TIME BASE: Full-Time	WORK WEEK GROUP: E
APPT EFFECTIVE DATE:	RANGE (IF APPLICABLE):	PROBATIONARY PERIOD: ☐ 6 Mos. ☒ 12 Mos. ☐ N/A
IMMEDIATE SUPERVISOR: Program Manager III	CONFLICT OF INTEREST CATEGORY: ☒ Yes ☐ No	DMV PULL PROGRAM: ☒ Yes ☐ No

1. SUPERVISION RECEIVED:
   The Program Manager II (PM II) of the (State Operations Center (SOC), Deputy Director of Information Management) is under the general direction of the SOC Management Program Manager III.

2. SUPERVISION EXERCISED:
   The PM II (SOC Deputy Director of Information Management) may direct and supervise the operational activities of the SOC in support of activations for emergencies and disasters. This position directly supervises the SOC Situation Cell (SitCell) Manager and the Planning and Intel Section Chiefs.

3. PHYSICAL DEMANDS (SEE ADDITIONAL PAGES):
   Works in an office setting with artificial light and temperature control. Ability to sit in a normal seated position for extended periods; ability to effectively handle multiple tasks and changing priorities. During an activation for an emergency or disaster, may work on 12 hour rotating shifts, with possible extensive excess hours. Ability to use a personal computer and telephone is essential, as majority of the work is performed in utilizing these tools.

4. PERSONAL CONTACT (WHO THE EMPLOYEE MAY BE IN CONTACT WITH WHILE PERFORMING DUTIES):
   The PM II will have contact with California Governor's Office of Emergency Services (Cal OES) executives, directors, management, and staff. The PM II interacts with representatives from all levels of government, including private sector, non-governmental organizations, and representatives from the Governor's Office. The PM II will also be required to communicate with other state department, Federal Emergency Management Agency (FEMA) regional liaisons, and emergency managers at all levels of government. The PM II will also interact with the private sector and non-governmental organizations (NGOs).

5. ACTIONS AND CONSEQUENCES (AS RELATED TO DUTIES PERFORMED):
   If the PM II fails to perform their duties and responsibilities as described in the duty statement and in accordance with California Law, Regulations, Plans, Cal OES Policies and Procedures the consequences could negatively impact the effectiveness and efficiencies of Cal OES. Consequences could result in providing inaccurate information to agencies, departments, and operational areas that could affect public safety, decision making, loss of life, property, and the environment.

6. EMERGENCY OPERATIONS – ACTIVATION/OPERATIONAL ASSIGNMENT 100%:
When requested to fill an operational assignment and until demobilized, the following duties will be performed and your regular duties may temporarily cease:

May be required to work in the State Operations Center (SOC), Regional Emergency Operations Center (REOC), Joint Field Office (JFO), Area Field Office (AFO), Local Assistance Center (LAC), or other location to provide assistance in emergency response and recovery activities. All staff is required to complete operational related training and participate in one of three Readiness Teams that rotate activation availability on a monthly basis if not assigned to an Operational Branch (e.g., Fire/Law/Region/PSC Operations (Technicians)/PSC Engineering (Engineers). May be required to participate in emergency drills, training, and exercises.

Staff need to work effectively under stressful conditions; work effectively & cooperatively under the pressure of short leave time; work weekends, holidays, extended and rotating shifts (day/night). Statewide travel may also be required for extended periods of time and on short notice.

While fulfilling an operational assignment it is important to understand that you are filling a specific "position" and that position reports to a specific Incident Command System (ICS) hierarchy. This is the chain of command that you report to while on this interim assignment.

On Call/Standby/Duty Officer (if applicable)

If assigned on-call, standby or as a Duty Officer, you are required to be ready and able to respond immediately to any contact by Governor's Office of Emergency Services (Cal OES) Management (including contact from the State of California Warning Center) and report to work in a fit and able condition if necessary as requested.

7. JOB DESCRIPTION/GENERAL STATEMENT:
In coordination with the SOC Director, SOC Deputy Director for Finance & Logistics Administration Management, and SOC Deputy Director for Resource Management, the PM II provides leadership to the Permanent Incident Support Team within the ICS structure, which is utilized to respond to emergencies and disasters within California. Under the general direction of the SOC Director, this PM II is responsible for a wide range of tasks including, but not limited to, developing and implementing strategies and tactics to achieve the incident objectives, coordinating with state and federal agencies, providing guidance, and support the response efforts of other state agencies.

In alignment with our commitment to diversity, equity, inclusion, and accessibility, all Cal OES employees are encouraged to promote and foster an equitable and inclusive workplace environment.

Percent of Time	ESSENTIAL FUNCTIONS
35%	In coordination with the SOC Director, the SOC Deputy Director for Finance & Logistics Administration Management, and the SOC Deputy Director for Resource Management, leads and directs critical response efforts that include IST and Operational Readiness Team (ORT) functions within the ICS structure. This may include, but is not limited to, Operations, Planning and Intel, Logistics, Finance and Administration, and support functions. Additionally, since this position oversees the SOC, responsibilities expand exponentially during disasters and exercises when additional State Agency personnel, Federal government agencies, private and public utilities, NGOs, and other emergency management partners are assigned to critical functions within the SOC for extended periods of time on a 24/7 basis. Provides direct management oversight of the Planning and Intel Section and the SitCell, during daily operations and response activities, ensuring the collection, analysis and

	reporting of incident information utilizing emergency management systems and processes. Oversees complex analytical work that directly supports the California State Warning Center, Response Operations, and the Unified Coordination Group. Participates in rehearsal drills and exercises. Completes all training to achieve and maintain the appropriate credentialing for disaster response. Ensures staff within the IST have completed the required disaster response training. Provides supervision, leadership, mentoring, and coaching to staff. Provides a high level of confidential and administrative support dealing with a variety of highly sensitive departmental issues and special executive level projects.
15%	Works with IST and ORT staff to coordinate the completion of hot washes upon the conclusion of activations and after-action reports during and after disasters, as necessary. When required, may collaborate with staff to conduct outreach to local, state, and federal agencies to identify critical gaps and propose solutions. Monitors the implementation of solutions and lessons learned from after action reports. Coordinates with IST staff to troubleshoot any hurdles that are identified during implementation and assists with real-time adjustments to achieve a successful outcome. Promotes teamwork and cross-functional collaboration in support of Cal OES's mission, goals, and objectives. Provides information, recommendations, and advice to the SOC Director on confidential/sensitive situations as well as trends and issues (technical and programmatic).
15%	Applies working knowledge of disaster response operations and lessons learned identified in hot washes and after-action reports to establish, maintain, and update procedures that enhance operational efficiencies, readiness, and effectiveness. Ensures procedures, checklists, and any other operational tools are revised timely to address any changes. Provides notification and any required training to IST members to ensure consistent processes for all activations. Provides supervision and clarification to assignments and other personnel matters and ensures compliance with Bargaining Unit Agreements, agency's policies and procedures, and other written directives. Ensures decisions are compliant with Fair Labor standards Act; reviews and approves travel requests and expense claims, timesheets, over-time, time off requests, completes performance reports, individual development plans; monitor punctuality; and evaluates effectiveness and efficiency in overall employee performance, and program performance.
20%	Coordinates with other lead agencies of the Emergency Support Functions (ESF) to enhance communication and coordination. Conducts regular meetings with ESF lead agencies to discuss emerging issues, resources, and techniques at the staff level. Ensures the information shared is consistent with cabinet-level priorities, and objectives are implemented in the appropriate sections of the SitCell, IST and/or ORT. Coordinates with the Cal OES Response Directorate including the Regions, Fire and Rescue, Law Enforcement, California State Warning Center, Response Support Operations, and Response Systems Integration. Ensures unity of effort across the Directorate for the

	development and implementation of response policies and programs. Provides consultation on the development, revision, maintenance, and implementation of emergency management plans and procedures, including the State Emergency Plan. catastrophic plans, and response other plans.
10%	Participates in department planning, policy setting, policy implementation, and decision-making process. Advises the Director, Chief Deputy Directors, Deputy Director, Assistant Directors, and the SOC management team on all issues of disaster response policy. Monitors changes in federal policy that could impact the state policy for disaster response. Provides impacts of changing policies and solutions to minimize any negative impact.
Percent of Time	MARGINAL FUNCTIONS
5%	Other Job-Related Duties as Required The incumbent will perform other job-related duties as required to fulfill the Cal OES mission, goals and objectives. Additional duties may include, but not be limited to: assisting where needed within the program, which may include special assignments; complying with general State and Cal OES administrative reporting requirements (i.e. completion of time sheets, Empower time reporting, travel requests, travel expense claims, work plans, training requests, individual development plans, etc.); and attendance at staff meetings.

PHYSICAL AND MENTAL REQUIREMENTS OF ESSENTIAL FUNCTIONS					
Activity	Not Required	Less than 25%	25% to 49%	50% to 74%	75% or More
VISION: Reviewing mail; preparing various forms; proofreading documents; reading printed material, computer screens, and handwritten materials.	☐	☐	☐	☐	☒
HEARING: Answering telephones; receiving verbal information from outside sources; understanding verbal instruction.	☐	☐	☐	☒	☐
SPEAKING: Receiving visitors; answering inquiries and providing verbal information or instruction.	☐	☐	☐	☒	☐
MOVEMENT: Delivering material to others; picking up materials from others; copying; faxing; distributing information; filing.	☐	☒	☐	☐	☐
SITTING: At a computer terminal or desk; conferring with employees.	☐	☐	☐	☐	☒
STANDING:	☐	☒	☐	☐	☐
BALANCING:	☐	☒	☐	☐	☐
CONCENTRATING: Reviews and reads records/documents, researches, composes, analyzes, compiles, and updates technical documents; multi-tasking; prepares various forms and documents.	☐	☐	☐	☐	☒
COMPREHENSION: Understanding needs of co-workers, clients; understands procedures and practices; Understands laws, regulations related to their work.	☐	☐	☐	☐	☒
WORKING INDEPENDENTLY: Possesses ability to work independently as well as a team member, have good interpersonal and communication skills, ability to follow directions, take initiative, assume responsibility, and exercise good judgment and tact. Must be able to work alone without much guidance or interaction or interaction from other staff.	☐	☐	☐	☐	☒
LIFTING UP TO 10 LBS. OCCASIONALLY:	☐	☒	☐	☐	☐
LIFTING UP TO 20 LBS. OCCASIONALLY AND/OR 10 LBS. FREQUENTLY:	☐	☒	☐	☐	☐
LIFTING UP TO 20-50 LBS. OCCASIONALLY AND/OR 25-50 LBS. FREQUENTLY:	☒	☐	☐	☐	☐
KEYING: Pushing buttons on telephone; typing; copying.	☐	☐	☐	☒	☐
REACHING: Answering phones.	☐	☒	☐	☐	☐

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PHYSICAL AND MENTAL REQUIREMENTS OF ESSENTIAL FUNCTIONS					
Activity	Not Required	Less than 25%	25% to 49%	50% to 74%	75% or More
CARRYING: Distributing mail; reports; stocking supplies.	☐	☒	☐	☐	☐
CLIMBING: Stairs	☐	☒	☐	☐	☐
BENDING AT WAIST:	☐	☒	☐	☐	☐
KNEELING:	☐	☒	☐	☐	☐
PUSHING OR PULLING:	☐	☒	☐	☐	☐
HANDLING: Documents, manuals	☐	☐	☐	☐	☒
DRIVING:	☐	☒	☐	☐	☐
OPERATING EQUIPMENT: Computer; telephone; copy machine; fax.	☐	☐	☐	☐	☒
WORKING INDOORS:	☐	☐	☐	☐	☒
WORKING OUTDOORS:	☒	☐	☐	☐	☐
WORKING IN CONFINED SPACE: Enclosed office environment.	☒	☐	☐	☐	☐

OTHER INFORMATION

Must have knowledge of the state and related federal laws, rules, regulations, policies, and procedures. Must exercise good writing skills; follow oral and written directions, be responsive to the needs of the public and employees of Cal OES and other agencies; analyze situations and take effective action using initiative, resourcefulness, and good judgment. May need to work with limited supervision.

Consistent with good customer service practices and the goals of the Cal OES Strategic Plan, the incumbent is expected to be courteous and provide timely responses to internal and external customers, follow through on commitments, and solicit and consider internal and external customer input when completing work assignments.

SIGNATURES

Certification of Applicant/Employee

Note – If any concerns with performing the duties of this position with or without reasonable accommodation, discuss your concerns with the hiring supervisor, who in turn, will discuss with the Reasonable Accommodation Coordinator.

I certify that I possess essential personal qualifications including integrity, initiative, dependability, good judgment, and ability to work cooperatively with others; and a state of health consistent with the ability to perform the assigned duties as described above with or without reasonable accommodation.

I have read and discussed these duties with my supervisor:

_____ _____

Employee's Signature *Date*

I certify that the above accurately represents the duties of the position:

_____ _____

Supervisor's Signature *Date*

_____

Civil Service Title