


 PROPOSED

 CURRENT

DUTY STATEMENT

	EFFECTIVE DATE
DEPARTMENT Communications & External Affairs	POSITION NUMBER (Agency – Unit – Class – Serial) 341 - 210 - 4801 - 901
INCUMBENT	CLASS TITLE Staff Services Manager II (Supervisory)
WORKING HOURS/SCHEDULE TO BE WORKED	WORKING TITLE Business Services Manager
The CEA promotes and supports long-term community resilience by providing risk education, loss mitigation, and insurance protection to help Californians prepare for and recover from damaging earthquakes.	
BRIEFLY (1 to 3 sentences) DESCRIBE THE POSITION'S ORGANIZATIONAL SETTING AND MAJOR FUNCTIONS Under direction of the Chief Communications Officer (CCO), the incumbent primarily is responsible for developing and managing business-to-business marketing services for CEA's Communications & External Affairs Department (Department); serves as the relationship manager with marketing liaisons representing CEA's participating insurance companies; fulfills roles of "stakeholder" and "product owner" in an agile marketing environment; manage full-time professional employees; and leads respective programming coordination with CEA's Departments of Finance, Operations, and Legal, as appropriate. In addition, the incumbent is responsible for serving as a partner in managing the Department's budget and procurement. The incumbent also serves as a significant contributor to managing the Department's business-to-consumer marketing services.	
This position requires the incumbent to communicate effectively orally and in writing, with or without reasonable accommodation, in dealing with the public and/or other employees; develop and maintain knowledge and skill related to specific tasks, methodologies, materials, tools, and equipment; complete assignments in a timely and efficient manner; adhere to CEA policies and procedures regarding attendance, leave, and conduct; and ensure compliance with anti-trust laws.	
% 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. (Use additional page if necessary)
35%	<p>Lead Department's business to-business marketing services programming:</p> <ul style="list-style-type: none"> • Lead business-to-business marketing program development and implementation. • Serve as the relationship manager with marketing liaisons for CEA's participating insurance companies. • Manage resolution of participating-insurer agent/producer and consumer issues, time-sensitive complaints to Department of Insurance, and policyholder referrals/information requests. • Develop, coordinate, and monitor computer systems to support program implementation and evaluation. • Monitor agent-to-consumer collateral fulfillment activities. • Monitor Department's critical functions related to business-business marketing services. • Advise the CCO on business-to-business marketing issues and alternatives. • Coordinate business-to-business marketing programming other CEA Departments as appropriate. • Represent the CEA in external discussions about related program development and progress.

25%	<p>Manage Department’s related budget and procurement processes:</p> <ul style="list-style-type: none"> • Develop and manage Department’s related budget and reports. • Research and analyze related monthly budget reports and brief the CCO on status. • Manage Requests for Proposals or Qualifications for Division programs; assist with evaluation of submissions. • Manage contract deliverables, compliance, payments, and resolution of disputes.
20%	<p>Supervise select Department staff members working across communications activities:</p> <ul style="list-style-type: none"> • Assist CCO in providing direction to Department personnel for workload planning, assigning, and monitoring to ensure program expectations and deadlines are met. • Assist CCO in delegating projects and activities to staff to facilitate timely and accurate completion of work. • Review select staff work products; participate in work-performance evaluations with CCO.
15%	<p>Manage and develop select staff according to established personnel, equal employment opportunity, collective bargaining and MOU provisions; draft constructive intervention processes when necessary according to respective policies, rules and regulations:</p> <ul style="list-style-type: none"> • Advise CCO on adequate staffing levels and expertise for related Department recruitment processes. • Evaluate staff performance through drafting of probationary reports and Individual Development Plans. • Provide developmental opportunities for select Department staff such as career counseling, training assignments, special projects and cross-training to assist in the attainment of career goals and objectives. • Draft appropriate personnel actions for review by CCO. • Coordinate staff requests for travel, overtime, and leave in accordance with established office guidelines, collective bargaining agreements and schedules; reconcile with respective budgets and available credits. • Supervise select temporary contract employees deemed necessary to support Division’s programs.
5%	<p>Assist Executive Team with short- and long-term planning and development of projects and programs.</p> <ul style="list-style-type: none"> • Assist Executive Team with ongoing program research projects and analyses. • Provide professional advice on CEA planning and programming considerations.

COMPETENCIES

CORE COMPETENCIES - All employees are responsible for understanding and demonstrating CEA’s core competencies:

- Adaptability & Flexibility
- Communication
- Customer/Client Focus
- Teamwork
- Work Standards, Quality Orientation, & Initiative

CLASSIFICATION COMPETENCIES

- Techniques of Preparing, Producing, and Disseminating Information
- Utilization of all Major Media Communications
- Analytical Thinking
- Decision Making
- Ethics and Integrity

- Initiative
- Interpersonal Skills for Relationship Building
- Managing Work
- Technical/Professional Knowledge and Skills
- Thoroughness
- Professional Written and Oral Communication

INTERPERSONAL SKILLS (optional)

- Interact successfully in a team environment.
- Communicate successfully in a diverse community.
- Communicate effectively with individuals from varied experiences, perspectives and backgrounds.
- Deal with individuals in a tactful, congenial, personal manner so as not to alienate or antagonize them.
- Must be able to function rationally, coolly and deliberately under pressure situations in order to reach the best solution.

WORK ENVIRONMENT OR PHYSICAL ABILITIES REQUIRED OF THE JOB (if applicable):

WORK ENVIRONMENT

- Prolonged periods of standing, bending, sitting, kneeling.
- Occasional overnight travel.
- Work in a high rise building, in an open space environment.

PHYSICAL ABILITIES

- Ability to use a computer keyboard several hours a day.
- Read from computer screens several hours a day.

Responsible for promoting a safe and secure work environment free from discrimination, harassment, inappropriate conduct, or retaliation. This will be accomplished by working with Human Resources to ensure federal or state laws and rules and CEA's policies and processes are adhered to by staff. Responsible for taking a pro-active approach in preventing Human Resources or Equal Employment Opportunity Program policy or process issues by responding appropriately to employee concerns by elevating potential EEO or HR issues to the appropriate personnel. Responsible for participating in mandated HR or EEO training workshops (i.e. Sexual Harassment, EEO, etc.).

To be reviewed and signed by the supervisor and employee:

SUPERVISOR'S STATEMENT:

- I HAVE DISCUSSED THE DUTIES AND RESPONSIBILITIES OF THE POSITION WITH THE EMPLOYEE
- I HAVE SIGNED AND RECEIVED A COPY OF THE DUTY STATEMENT

SUPERVISOR'S NAME (Print)

SUPERVISOR'S SIGNATURE

DATE

EMPLOYEE'S STATEMENT:

- I HAVE DISCUSSED THE DUTIES AND RESPONSIBILITIES OF THE POSITION WITH MY SUPERVISOR
- I HAVE SIGNED AND RECEIVED A COPY OF THE DUTY STATEMENT
- I AM ABLE TO PERFORM THE ESSENTIAL FUNCTIONS LISTED WITH OR WITHOUT REASONABLE ACCOMMODATION
- I UNDERSTAND THAT I MAY BE ASKED TO PERFORM OTHER DUTIES AS ASSIGNED WITHIN MY CURRENT CLASSIFICATION, INCLUDING WORK IN OTHER FUNCTIONAL AREAS AS BUSINESS NEEDS REQUIRE

EMPLOYEE'S NAME (Print)

EMPLOYEE'S SIGNATURE

DATE

HUMAN RESOURCES MANAGER'S NAME (Print)

HUMAN RESOURCES MANAGER'S SIGNATURE

DATE