



California Department of Consumer Affairs

CEA – Level A

www.dca.ca.gov



CAREER EXECUTIVE ASSIGNMENT

The State of California and DCA is an equal opportunity employer to all, regardless of age, ancestry, color, disability (mental and physical), exercising the right to family care and medical leave, gender, gender expression, gender identity, genetic information, marital status, medical condition, military or veteran status, national origin, political affiliation, race, religious creed, sex (includes pregnancy, childbirth, breastfeeding and related medical conditions), and sexual orientation.

It is an objective of the State of California to achieve a drug-free work place. The use of illegal drugs is against state and federal laws, rules governing civil service and violates the special trust placed in public servants. Applicants for state employment are expected to be drug-free.

TDD users contact the California Relay Services TDD line at 1-800-735-2929, voice line at 1-800-735-2922, or (916) 322-1700.

POSITION: CEA Level A – Division Chief
Division of Programs & Policy Review

LOCATION: Sacramento

SALARY: \$6453 - \$9277 per month

FINAL FILING DATE: November 30, 2015

DUTIES AND RESPONSIBILITIES

Under the general direction of the Chief Deputy Director of the Department of Consumer Affairs (DCA), the Chief, Division of Programs & Policy Review (DPPR) serves as a member of the Executive Team to provide high level administrative advice and policy input to top management. The Chief, DPPR has oversight for the Division and leading, planning, directing, and organizing statewide activities for six DCA program areas: Office of Professional Examination Services (OPES), Arbitration Certification Program (ACP), Telephone Medical Advice Services Bureau (TMAS), Professional Fiduciaries Bureau (PFB), Complaint Resolution Program (CRP), and Consumer Information Center (CIC). In addition, the Chief serves as the director of the Department's Policy Review Committee (PRC).

Duties include and are not limited to:

- Oversees the planning and coordination of the Division and organizes resources to create the new Division's identity, purpose, and business plan within the Department.
- Oversees and supervises program operations, makes decisions regarding program needs, formulates and recommends policy for each program, and implements regulations. Manages priorities and resources and the hiring of DPPR staff members; initiates employee recognition activities, and rewards accomplishments. Oversees and coordinates administrative functions with respect to labor relations, personnel, EEO, fiscal services, media, publications, complaint resolution, and enforcement.
- Directs the development and implementation of policies, strategic plans, and operating procedures within each program in the Division.
- Represents the Division's interests to the Executive level to ensure that their operational needs are being met.
- Develops policies to resolve sensitive and controversial issues related to complaint closures or those having a direct impact on a representative group of consumers who may/may not directly file complaints.
- Participates in sensitive, controversial issues affecting every consumer who utilizes the services of ACP, TMAS, non-family members of PFB, CRP, and CIC; national associations and industries, community-based organizations, businesses, licensees, applicants, and consumers who challenge processes and seek policy direction to resolve complaints on an on-going basis.
- Represents the DCA Director and the Department's interests in the development, review, and implementation of Department-wide policies in two areas: 1. General Administrative policies affecting all employees in the Department, such as Nepotism, and 2. Program-specific policies that affect select program areas, such as Non-Sworn Employee Fingerprinting.

- Serves as the Department-wide representative to stakeholders; facilitates focus groups to vet, evaluate and ultimately influence statewide implementation of new, sensitive policies; directs the analysis of trends requiring policy changes and advises the Executive Team on emerging policy issues; oversees the research into the compatibility of new and existing policies with the Department's strategic plan; and sets statewide policy.
- Coordinates with the Legislative and Regulatory Review Division to ensure that policies that are required as a result of legislative mandates are presented to the Policy Review Committee in a timely manner; are appropriately drafted and vetted; and not in conflict with existing DCA policies; finalizes these policies and ensures they follow the appropriate process for approval and distribution.
- Identifies the need for new legislation or changes in existing legislation to conform program's policies; drafts specific language to affect statutes and regulatory language and regulatory changes; ensures compliance with all aspects of the legislative and rulemaking process; testifies before legislative committees; participates in the Sunset Review process; and advocates for consumer protection.

MINIMUM QUALIFICATIONS

All applicants must possess the knowledge and abilities, and any other requirements, described this bulletin.

Note: Eligibility to take a CEA examination does not require current permanent status in the civil service.

In addition to the above, applicants must demonstrate the ability to perform high administrative and policy-influencing functions effectively. Such overall ability requires possession of the following:

KNOWLEDGE AND ABILITIES

(1) Knowledge of the organization and functions of California State Government including the organization and practices of the Legislature and the Executive Branch; principles, practices and trends of public administration, organization, and management; techniques of organizing and motivating groups; program development and evaluation; methods of administrative problem solving; principles and practices of policy formulation and development; personnel management techniques; the Department's or Agency's Equal Employment Opportunity (EEO) Program objectives; and a manager's role in EEO.

(2) Ability to plan, organize and direct the work of multi-disciplinary professional and administrative staff; analyze administrative policies, organizational procedures and practices; integrate the activities of a diverse program to attain common goals; gain the confidence and support of top level administrators and advise them on a wide variety of administrative matters; develop cooperative working relationships with representatives of all levels of government, the public and the Legislative and Executive Branches; analyze complex problems and recommend effective courses of action; prepare and review reports; and effectively contribute to the Department's or Agency's EEO objectives.

These knowledge and abilities are expected to be obtained from supervisory/administrative experience in a line or staff activity, including the execution and/or evaluation of program policies. (Experience may have been paid or volunteer, in state service, other governmental settings or in a private organization.)

DESIRABLE QUALIFICATIONS

- **Managerial Ability** – Experience demonstrating the ability to manage a program in State government, including planning, organizing, and directing program operations; experience in strategic planning, policy development, leadership, supervision, and management accountability.
- **Program Analysis Skills** -- Experience in analyzing complex program issues or problems and developing policies, procedures or specific solutions; Experience demonstrating knowledge of project management and oversight.
- **Communication Skills** -- Possess excellent oral and written communication skills, demonstrating the ability to be a leader and motivator, use tact and persuasiveness in achieving results. Demonstrated ability to deal with a variety of public and private persons and groups in matters of significant political and program sensitivity, including legislative committees, other State agencies, the media, and Executive Management.
- **Organizational Awareness** – Knowledge of the State's budget and accounting processes, personnel management and business services; must possess a working knowledge of the legislative process. Have work experience in directing and managing a statewide office and their roll in state government.
- **Technical Skills** -- Practical understanding and demonstrated knowledge of the Department of Consumer Affairs' policies, procedures, vision, and overall mission; knowledge of the laws governing the Department of Consumer Affairs.

- **Administrative Skills** – Knowledge of administrative functions with respect to labor relations, personnel, EEO, fiscal services, media, publications, complaint resolution, and enforcement.

FILING INSTRUCTIONS

All interested applicants must submit:

- A standard State application (Form 678) with official or civil service titles and dates of experience, **and**
- A Statement of Qualifications. The Statement of Qualifications is a discussion of the candidate's education and experience that would qualify him/her for this position, related to the desirable qualifications, with emphasis on the factors listed in the screening criteria below. The Statement should be no more than two pages in length, Arial, and 12 point font.

Note: Resumes are optional and do not take the place of the Statement of Qualifications.

EXAMINATION INFORMATION

The examination process will consist of an application and Statement of Qualifications evaluation. The Statement of Qualifications will be used to evaluate your education and experience as it relates to the Desirable Qualifications and Screening Criteria outlined in this bulletin, and may also serve as documentation of your ability to present information clearly and concisely in writing since this is a critical factor to successful job performance. The Statement of Qualifications may be the only basis for your final score and rank on the eligible list.

Hiring interviews may be conducted with only the most qualified candidates if it is determined necessary in order to make a selection.

All applicants will be notified of the results. The results of this examination may be used to fill subsequent vacancies in this position within the next twelve months. To obtain list eligibility, a passing score of 70% must be obtained.

SCREENING CRITERIA

The Statement of Qualifications must indicate your total years of experience (and official or civil service classification – not your working title) performing each of the activities included in the screening criteria. Some of the factors that will be utilized in the evaluation are:

- **Education and Training**
 - List degrees obtained and dates received.
 - Specialized Training.
- **Administrative –**

Years and breadth of experience performing or knowledge of:

 - Administrative duties; including fiscal accountability, budgeting, business services, and personnel management.
 - Analyzing complex program issues,
 - Developing policies, procedures or specific solutions.
- **Communication/Presentations/Contacts -**
 - Years of experience making clear and convincing presentations, representing and speaking for an organizational unit, presenting to those within and outside the office, such as directors, deputy directors, agency heads and other government executive legislative members and staff, general public and professional groups.
 - Years of experience working with State control agencies, the legislature, and other governmental entities.
 - List the level, extent, and nature of contacts.
- **Managerial Experience -**
 - Managerial experience **equivalent in level to a Staff Services Manager II** or above
 - Years and type of experience planning, developing and managing a complex and politically sensitive program. This experience should include responsibility for directing staff involved in extensive interpretation and application of governmental laws, rules and policies.
 - Number of staff, years and breadth of experience directing the work of multidisciplinary professional staff.

- **Policy/Program/Technical Experience –**

- Experience in creating and implementing departmental policies and programs.
- Demonstrated ability to develop organizational improvements or innovations.
- Have a broad and comprehensive knowledge of DCA.
- Experience that demonstrates the ability to manage a variety of programs.
- Demonstrated excellent written communication skills.

The Application and Statement of Qualifications are to be submitted to:

Mail or Hand Deliver to:

Department of Consumer Affairs
Selection Services Unit/Attn: D. Vandre
1625 N. Market Street, Suite N 321
Sacramento, CA 95834

Application (Std. 678) and Statement of Qualifications must be **POSTMARKED** by 5:00p.m. by the final filing date of **November 30, 2015**. Applications postmarked, personally delivered, or received via interagency mail after the final filing date will not be accepted for any reason. Do not submit application packages to the California Department of Human Resources (CalHR).

Application packages must have an original signature; therefore, faxed application packages will not be accepted for any reason.

Questions regarding this examination may be directed to: Diana Vandre (916) 574-8351 or email at: diana.vandre@dca.ca.gov.