

Per California Code of Regulations, title 2, section 548.5, the following information will be posted to CalHR's Career Executive Assignment Action Proposals website for 30 calendar days when departments propose new CEA concepts or major revisions to existing CEA concepts. Presence of the department-submitted CEA Action Proposal information on CalHR's website does not indicate CalHR support for the proposal.

A. GENERAL INFORMATION

1. Date

1/15/2025

2. Department

Governor's Office of Service and Community Engagement (GO-Serve)

3. Organizational Placement (Division/Branch/Office Name)

Operations

4. CEA Position Title

Director of Operations

5. Summary of proposed position description and how it relates to the program's mission or purpose.
(2-3 sentences)

The Governor's Office of Service and Community Engagement (GO-Serve) elevates paid service and volunteerism in the state, promotes more youth and community engagement, and advances public awareness and outreach campaigns to tackle the state's most pressing challenges. GO-Serve consists of the Office of Community Partnerships and Strategic Communications (OCPSC), California Volunteers (CV), and the Youth Empowerment Commission (YEC). The Director of Operations oversees complex functions including accounting, budgetary, human resources, contracts, grants and compliance management, business services, and other administrative functions impacting GO-Serve.

6. Reports to: (Class Title/Level)

Chief Deputy Director/Exempt

7. Relationship with Department Director (*Select one*)

- ☒ Member of department's Executive Management Team, and has frequent contact with director on a wide range of department-wide issues.
- ☐ Not a member of department's Executive Management Team but has frequent contact with the Executive Management Team on policy issues.

(*Explain*):

8. Organizational Level (*Select one*)

- ☐ 1st ☒ 2nd ☐ 3rd ☐ 4th ☐ 5th (mega departments only - 17,001+ allocated positions)

B. SUMMARY OF REQUEST

9. What are the duties and responsibilities of the CEA position? Be specific and provide examples.

Responsible for fiscal analysis, policy development, budget creation and maintenance, and overseeing internal controls and accounting for state and federal funds, including state operations and grant contracting management. Provides guidance on federal and state grantmaking for key projects and initiatives, including managing competitive and formula federal funding, state General Fund, State Fiscal Recovery Funds, and American Rescue Plan (ARP) Act funds. Ensures the design and maintenance of financial systems to facilitate audit preparedness and serves as the primary liaison during audits. Oversees compliance monitoring for grants and contracts and manages the monitoring and risk management plans for stimulus-funded programs. Develops budget proposals aligned with organizational priorities, vision, and strategic planning. Reviews and analyzes programmatic funding requests, addressing inquiries from the Legislative Analyst Office, Department of Finance, and Governor's Office. Analyzes the fiscal and policy impacts of budget proposals, legislation, and other initiatives to assess effects on workload, staffing requirements, and overall scope.

Oversees the contracting and procurement strategy, ensuring compliance with legal and regulatory requirements while streamlining procurement processes. Oversees the contracting and grantmaking process for both state operations and local assistance contracts, providing final review and approval of agreements. Provides oversight with procurement policies, monitors expenditures, and provides regular reports to executive leadership. Responsible for the administration of critical accounting functions, including oversight of existing fiscal and accounting systems, and the completion of all federally required financial reports. Provides direction and accountability to ensure the successful implementation of FISCAL to meet the financial reporting and business needs of GO-Serve. Provides strategic leadership to the executive management team, ensuring adherence to State civil service policies and regulations. Oversees initiatives related to employee salaries, job classifications, recruitment, and organizational performance management, aligning these efforts with GO-Serve's goals and objectives.

Serves in an advisory role to the GO-Serve Director, Chief Deputy Director, and in a team capacity with the other executive members to establish the strategic direction of GO-Serve's administrative programs and projects. Actively participates in policy development and decision-making process on operating procedures, program implementation and management techniques to meet GO-Serve's strategic planning goals and objectives. Enforces safety rules and procedures, supports the Equal Employment Officer's initiatives, and holds personnel accountable for maintaining safety within their respective work areas. Establishes policies and guidelines to ensure compliance with office regulations, and promotes safe work practices and ensures a safe working environment for all employees.

Provides interpretation, guidance, and direction to the executive team and management on a wide range of administrative matters, ensuring that support management meets or exceeds performance expectations in alignment with relevant policies and procedures. Communicates pertinent information and provides support to staff serving as statewide experts in finance, compliance, and operations. Addresses issues and challenges involving staff, other departments, or external partners and stakeholders, ensuring appropriate measures are taken. Supports succession planning and workforce development efforts by facilitating training opportunities and fostering staff development.

Represents GO-Serve in meetings, hearings, conferences, discussions, and workgroups that include State entities in the Governor's Office, Department of Finance, State Auditor Office, Department of Human Resources, government agencies, and control agencies. Participates in staff meetings, provides work status reports, handles special projects, and serves on inter-department working groups. Participates in the Operations team activities through weekly staff meetings, one-on-one meetings and status updates.

B. SUMMARY OF REQUEST (continued)

10. How critical is the program's mission or purpose to the department's mission as a whole? Include a description of the degree to which the program is critical to the department's mission.

- ☐ Program is directly related to department's primary mission and is critical to achieving the department's goals.
- ☐ Program is indirectly related to department's primary mission.
- ☐ Program plays a supporting role in achieving department's mission (i.e., budget, personnel, other admin functions).

Description: The Governor's Office of Service and Community Engagement (GO-Serve) elevates paid service and volunteerism in the state, promotes more youth and community engagement, and advances public awareness and outreach campaigns to tackle the state's most pressing challenges. GO-Serve consists of the Office of Community Partnerships and Strategic Communications (OCPSC), California Volunteers (CV), and the Youth Empowerment Commission (YEC).

The Operations department is mission critical for GO-Serve and plays a supportive role in delivering on its mission and strategic directive. In support, the CEA executes operational strategies, policies, activities, procedures, and best practices that support GO-Serve's mission, vision, goals, and objectives. The CEA has a vision for short and long terms plans to improve operational efficiency and partners with executive management to execute administrative responsibilities specifically, as it relates to complex functions in accounting, budgetary, human resources, contracts, grants and compliance management, business services, and other administrative functions.

B. SUMMARY OF REQUEST (continued)

11. Describe what has changed that makes this request necessary. Explain how the change justifies the current request. Be specific and provide examples.

Effective July 1, 2024, enacted by the State Legislature, Senate Bill 164 (Chapter 41, Statutes of 2024) Section (7) established Governor's Office of Service and Community Engagement (GO-Serve) as a new government agency, which includes California Volunteers, Youth Empowerment Commission, and Office of Community Partnership and Strategic Communications. With the recent establishment of the new agency, the Director of Operations will continue to provide day-to-day support during the administration changes and will oversee staff assigned in support of these areas as it relates to complex functions in accounting, budgetary, human resources, contracts, grants and compliance management, business services, and other administrative functions. The CEA will continue to partner with the Governor's Office of Land Use and Climate Innovation (formerly the Governor's Office of Planning and Research) in the interim to assist with establishing administrative and operational frameworks for GO-Serve, as well as developing new policy and procedures for GO-Serve as a new entity.

Additionally, the Director of Operations is held by an exempt appointee and GO-Serve proposes to transition this position from an exempt classification to CEA, which is consistent and in accordance with GO-Serve transitioning the majority of staff from exempt to civil service.

C. ROLE IN POLICY INFLUENCE

12. Provide 3-5 specific examples of policy areas over which the CEA position will be the principle policy maker. Each example should cite a policy that would have an identifiable impact. Include a description of the statewide impact of the assigned program.

The CEA serves as the key advisor and principle policy maker on administrative policy issues and activities related to GO-Serve. Based on statewide policies, the CEA plays a critical role in the development of internal policies that impacts the ways that GO-Serve conducts performance and carries out tasks. The CEA is also responsible for the daily operations and guidance to support business needs for the Operations department. The CEA provides support to the Chief Deputy Director and leads the development of wide range of administrative functions, including but not limited to the following areas, accounting, budgetary, human resources, contracts, grants and compliance management, business services, and other administrative functions to support the agency.

Accounting: Oversees the work of technical accounting and procurement staff on the development of contracts and inter-agency agreements, and processing state operations payments and reconciliation. This includes following state accounting and budgeting systems and policy in accordance with statewide rules and regulations and Fi\$Cal.

Finance: Oversees the work of complex budgetary and financial activities for GO-Serve. This includes implementing, monitoring, and tracking the agency's budget, as well as developing and overseeing budget change proposals, budget schedules, and budgetary reports. The CEA develops and implements internal policies and procedures to establish financial controls and follows federal and state laws as it relates to expenditure approvals and budget management. The CEA ensures that funds requested are used appropriately and effectively which is critical for sustaining public trust and securing ongoing funding from state and federal entities. Represents GO-Serve at legislative budget hearings, representatives of the Legislature, State Auditor Office, Legislative Analyst's Office, Department of Finance (DOF), Department of General Services (DGS), and other public entities on budgetary related matters.

Grants Management and Compliance: Oversees policies pertaining to budget review of all grant applications and funding agreements for grant programs by reviewing existing legislation and funding guidelines, federal and state policies and processes around grant management and distribution, identifying gaps in those policies, and developing new systems for partner agencies and its grantees. Oversees periodic audits of grant programs, terms and conditions on compliance measures and processes, and ensures that operations are transparent, accountable, and compliant with all regulatory requirements.

Procurement and Contracting: Oversees the work of complex state operations contracts and procurement activities for GO-Serve. This includes drafting new, renewal, and amended contracts/purchase orders packages and agreements for processing and approval and oversee contract management as it relates to complex contract related laws, regulations, policies, and procedures to ensure compliance with State and Federal rules and regulations.

Human Resources and Training: Oversees the work of complex, confidential, and sensitive personnel and training activities for GO-Serve. This includes providing oversight and guidance to hiring, recruitment/retention, personnel management, talent/workforce management, performance management, trainings, labor relations, and health and safety. Understands policies and procedures pursuant to state and federal law/regulation, Government Code, CalHR and SPB, and collective bargaining agreements. Ensures compliance with mandated agency policies in an effort to promote a safe work environment free from discrimination and harassment.

Business Operations: Oversees the work of travel coordination, records retention, facilities, and business activities or GO-Serve. This includes coordinating in and out of state travel requests and reimbursements in accordance to statewide travel policy, and coordinating business services needs. Based on travel and/or business updates or changes to laws, regulations, and control agency directives, ensures policy decisions are implemented and provide staff guidance and direction on policy interpretation.

C. ROLE IN POLICY INFLUENCE (continued)

13. What is the CEA position's scope and nature of decision-making authority?

The CEA has the authority to negotiate, make decisions and recommendations for the success of GO-Serve. The CEA primary responsibilities are to evaluate and implement policies, processes, and procedures related to the operational functions supporting GO-Serve. The CEA has decision-making authority over policy and resource allocation under its administrative areas, which includes drafting, implementing, and maintaining policies for the accounting, budgetary, human resources, contracts, grants and compliance management, and business services support staff. The CEA oversees the Operations departments implementation of new policies and new procedures and has authority over the strategic planning and implementation of new organizational changes to improve efficiencies and changes/updates to GO-Serve's mission critical initiatives accessed internally by state employees, and other stakeholders. The CEA exercises judgment in all decisions affecting the Operations department and uses statewide expertise and technical knowledge effectively to address and present sensitive issues to the Legislature, Legislative Analyst Office, Department of Finance, Governor's Office, State Auditor Office, Department of Human Resources, government agencies, and control agencies, as well as elected officials which involve a change in policy that has significant impact on a statewide program, departments, the public or other affiliated business groups.

14. Will the CEA position be developing and implementing new policy, or interpreting and implementing existing policy? How?

The CEA will recommend, develop, and implement new policy, as well as change, interpret and implement existing policy. As it relates to developing new policy, the CEA will continue to meet the needs of GO-Serve in response to state and federal law/regulation change impacting mandates, audit findings, DOF, DGS and corrective action plans. The CEA reviews existing policy including the history, objectives, and associated regulations or guidelines, and determines the stakeholders affected by the policy, including for internal staff and state government. The CEA will continue to ensure that the interpretation of the policy aligns with relevant laws, regulations, and legal, as it relates to GO-Serve's programs.