

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

2026-04-01

2. Department

Industrial Relations

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

Office of Administrative Services

4. CEA Position Title

Business Management Officer

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

The proposed position would oversee the centralized business operations for the Department of Industrial Relations (DIR) on behalf of its four core divisions, independent boards and councils, and support programs. Specifically, the incumbent will direct Information Technology (IT) and non-IT procurement activities, facilities management, safety and security, records and asset management, and fleet management, among other areas. The incumbent would oversee the development, implementation and adherence of policies and procedures to ensure DIR compliance with statute and control agency guidance and directives.

6. Reports to: (Class Title/Level)

CEA B

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.

This position would oversee DIR's Business Management Office (BMO) and have authority over all administrative matters pertaining to business management at DIR. This includes, but is not limited to, the following:

**IT and Non-IT Contracts and Procurement:** As the Procurement and Contracting Officer (PCO), the incumbent would recommend, develop and implement policy and procedural changes on contract and procurement issues to ensure compliance with statute, control agency policy and guidance documents. The incumbent would oversee the development and management of all contract and purchase requests, solicitations, and contracts awards. In addition, the incumbent would independently plan, direct and assign projects and provide guidance and make recommendations to division staff, the chief of administrative services, and the director's office on contract and procurement issues, including contract awards, solicitation strategies, contract processes and disputes. The incumbent would also independently resolve difficult and complex contract and procurement issues regarding the scope of work, budget, deliverables, and contract disputes. Further, the proposed position would coordinate, as appropriate, with control agencies to resolve sensitive and complex contract and procurement issues, which would require close interaction with the DIR Legal Office, Department of General Services (DGS) Legal Office, Department of Technology and DIR divisions.

**Facilities Management:** The incumbent would provide oversight and planning support for DIR's facilities administration and operations by ensuring they meet departmental business objectives. As such, the incumbent would formulate and recommend strategies for the most difficult, complex, and/or sensitive assignments and projects involving department facilities and operations. In addition, the incumbent would consult with property management and engineering staff on facility maintenance and tenant improvement projects. Furthermore, the incumbent would oversee facility management and space planning negotiations, construction drawings and component fixtures, and control expenditures for projects. The incumbent would formulate policies and procedures involving operational areas such as facility planning, infrastructure maintenance, sustainability, parking and transportation management. Further, the incumbent would ensure polices are applied in compliance with control agency requirements, and consistently in the course of facilities operations. Finally the incumbent would provide DIR executives and management with regular information on facility projects as well as the management of building relocation and modification projects.

**Business Services:** The incumbent would be responsible for overseeing a variety of general business management functions and related policies and procedures. This includes overseeing statewide records management process by ensuring DIR policies and procedures align with state requirements. The incumbent would also oversee the administration of DIR's fleet management program, including vehicle utilization, gas card usage compliance, and vehicle maintenance requirements. Finally, the incumbent oversees the administration of all policies and procedures concerning asset management, and ensuring proper disposal of unmarked, obsolete or damaged assets.

**Safety and Security -** The incumbent would oversee safety and security of DIR privately- and publicly-leased buildings across over 50 locations around the state. The incumbent would also oversee security assessments across all offices and recommend improvements based on risk and operational need. Further, the incumbent would oversee the administration and annual updates of the DIR business continuity plans. In addition, the incumbent would develop and administer policies and procedures concerning public access to DIR buildings and work with the California Highway Patrol and private security firms, both of which provide on-site presence at nearly all offices, regarding security protocols. Finally, the incumbent would be the primary authority in addressing safety and security issues in all offices in such areas as natural disasters, workplace violence, building access and functionality, and external threats that impact business operations.

**Business Services -** The incumbent would oversee all business operations of DIR. This includes records management, ADA document remediation and fleet management, among others.

**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 proposed position would oversee the centralized business management functions of DIR. This is a critical role in the department, as it is delegated certain authorities from DGS in a variety of areas, including contracting and procurement; facilities management; as well as fleet, asset and records management. These business management functions provide critical support to DIR's programs in achieving it's core mission. BMO is responsible for instituting, administering, and monitoring policies, procedures, and protocols to ensure compliance with the state's laws, regulations and DIR's authorities delegated from control agencies. DIR's programs/divisions/boards have units that serve in a liaison capacity and have limited authority to perform business functions. The centralized business management functions overseen by the proposed CEA are critical in ensuring compliant, efficient and timely business support for the department. If DIR fails to adequately administer policies and procedures that establish and maintain appropriate controls for the department, it is at risk of losing its delegation from control agencies, risk possible financial loss and legal penalties, and risk loss of public trust.

**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.

Several factors have created the need for this request. They include the need to centralize all contracting and procurement functions, the creation of a unit dedicated to addressing employee safety and security issues, and the sheer growth in the Business Management Office since 2019.

**Centralized Contracting and Procurement Activities:** At DIR, nearly all administrative functions are centralized. This includes information technology, human resources, budgets, and accounting. Certain business management functions, including facilities, records and asset management, fleet administration, safety and security, and contracting and procurement are also centralized under BMO. This is intended to ensure consistency in operations, improve efficiencies, and follow control agency protocols as part of DIR's delegated authority. DIR restructured and expanded BMO to absorb the IT procurement function in 2026. IT procurement was formerly performed by the Office of Information Services (OIS) and overseen by the OIS CEA A; however, that was no longer operationally feasible due to deviations in contracting and procurement policies and procedures. Redirecting this function to BMO ensures consistency in contract and procurement oversight, development and application of policies and procedures, and promotes better coordination with IT and non-IT procurement management, staff and stakeholders.

**Growth in Safety and Security:** Prior to 2024, DIR did not have a safety and security unit. Instead, it had one person responsible for overseeing this activity for the department. Since then, DIR has established a unit dedicated to overseeing all aspects of safety and security for the department, this includes developing a business continuity plan, establishing policies and procedures in such areas as workplace violence prevention and driver safety, retaining a contractor to conduct safety assessments in all offices, providing safety and security training to employees, and preparing a business continuity plan. The unit has grown and is expected to grow further in the coming year.

**Growth in the Business Management Office:** In 2019, the predecessor to BMO consisted of 23 staff and now consists of 45 staff, an increase of 95 percent. During that time, the Facilities Branch has grown from 12 positions to 16, a 33 percent increase. The Contracts and Procurement Branch has grown from 10 positions to 20, a 100% percent increase. This is in addition to the newly-established Safety and Security Unit. A Manager II has supervised the function and has overseen the growth of the office and is now grossly misallocated. Splitting the BMO among two Manager IIs without the oversight of the proposed CEA would undermine the coordination of business management functions.

### 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.

In accordance with applicable California statute, regulations; and guidelines, as well as the department's mission and strategic objectives, the proposed CEA A would serve as the principal policy maker in all aspects of safety and security. This includes but is not limited to:

Safety and Security - DIR has over 50 offices across the state. These offices serve hundreds of people per day on a variety of issues, including public hearings, case adjudications and appeals, and claim filings. These interactions often lead to volatile confrontations. To mitigate risks to the public and employees, the proposed CEA would be responsible for establishing policies designed to enhance safety and security. Specifically, the incumbent would administer policies regarding public access to DIR offices, office closures, workplace violence, onsite security, and risk mitigation. The incumbent would also administer and execute policies designed to ensure business continuity and emergency preparedness, and consistency in application of recommendations from third party consultants making recommendations for enhancing office safety. The incumbent would also serve as the chief advisor of the workplace violence committee, which consists of DIR leadership and makes recommendations on methods to handle workplace violence threats.

o New Building Project/Building Renovation Project Policy - This will outline the requirements for all building projects within BMO. It will set guidelines, roles, and responsibilities for facilities, safety and security, OIS, contracts and procurement, and accounting to ensure that a new project is feasible, delegated appropriately, and forecasted correctly. It will also include guidelines for communication between units to allow for a smoother transition of project phases.

o Visitor Management Policy - Creates the necessity for all public facing offices to have a visitor log and the records keeping of said log. Bolsters security and provides a record of those who step into any DIR lobby or suite areas to include date, time, reason for visit, individual they are visiting.

o Emergency Notification - Provides staff with a policy that provides framework for emergency notification requirements and the appropriate methodology for passing on communication to staff located in the affected area. This also applies to field staff who witness an emergency.

o Personal Protective Equipment (PPE) Policy – This policy will outline PPE requirements for field working occupations within DIR, including daily PPE needed to work on the job, annual test fitting requirements, and chemical repellent gear.

o Updated Behavioral Emergency Response Team (BERT) Policy and Procedure - This will outline new positions for BERT that would fix the current manning issues with less positions to fill. It would streamline the process for evacuations and suite checks during an emergency.

In addition to being the chief policy maker in the aforementioned roles, the CEA A would also serve as policy maker for BMO contracts and procurement policy needs in conjunction and coordination with the CEA B. The CEA A would base policy decisions on daily operational insight, while the CEA B will ensure the policies are established in accordance with DIR's strategic vision.

Contracts and Procurement - The proposed CEA, as the Procurement and Contracting Officer (PCO), would be responsible for developing, administering, and amending all policies related to IT and non-IT contracts and procurement. The policies would cover a broad spectrum of issues, including contract management and administration, solicitation methods and awards, small and business and disabled veterans outreach and goals, bid protests, contract disputes, contract terminations, scope of work requirements, prompt payment issues, non-competitive bid exemptions, and contract amendments. The department's purchasing program is subject to a triennial audit by DGS and could result in loss of delegation as a result of DIR's policies and practices or non-compliance that may result in audit findings. Depending on the nature of the findings, the department could have restricted delegated authority, or entirely lose its delegation. Furthermore, oversight of the policies and controls for compliance in DIR are critical to prevent possible misuse of state funds and resources, and prevent possible financial loss, legal penalties and loss of public trust.

**C. ROLE IN POLICY INFLUENCE (continued)**

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

Under the general direction of the Chief of the Office of Administrative Services, the CEA A would be responsible for assisting in planning, organizing and directing the work of BMO, including IT and non-IT contracts and procurement, facilities, safety and security, asset management, fleet administration and records management and disposal. The incumbent would also assist the Chief of the Office of Administrative Services in overseeing the personnel, accounting, and budget planning activities of the office. The proposed position would also oversee the recruitment and selection and evaluation of personnel and make recommendations to the Chief. Furthermore, the incumbent would oversee the development, implementation and administration of all policies and procedures impacting business management, both within the office and DIR as a whole, and would recommend and implement changes to existing policies and procedures. Since the position would serve in the capacity as the chief business officer and PCO for DIR, the incumbent would coordinate business and procurement operations among all divisions/offices/boards across DIR. Further, as the authority on all business management issues, the proposed position would serve as the chief representative of DIR responsible for serving as a liaison with control agencies, DIR executive leadership, leadership of other divisions/offices/boards across the organization, labor organizations (as appropriate), and other stakeholders. The proposed CEA A would act in the absence of the Chief of Administrative Services or as directed. Also, the incumbent would serve as a key advisor to the Chief of the Office of Administrative Services and the DIR executive leadership team. Finally, the proposed CEA A would serve as the lead authority in providing instruction, strategic planning, and implementation of division policy.

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

The proposed CEA A would be responsible for both the interpretation and implementation of existing policies, as well as developing and implementing new ones, and interpreting and implementing existing policies to ensure alignment with existing statute and control agency guidelines with authority over business management operations. To meet the office's policy objectives, the incumbent would plan, monitor, and amend policies by directing the work of subordinate staff. The incumbent would also be tasked with developing collaborative partnerships with DIR executive leadership, division chiefs, board executive officers, and program directors. More formally, the CEA A would use a variety of forums, including standing executive staff meetings, administrative chief meetings, facility, contracts and procurement and safety and security meetings to address policy issues, present recommendations, solicit feedback, and monitor implementation.