CHILD SUPPORT SERVICES, DEPARTMENT OF

Assistant Director, Office of Communications and Public Affairs
Exempt Appointment

Monthly Salary Range $6296 – $9051
Final Filing Date: November 23, 2015 or Until Filled

California State Government supports equal opportunity to all regardless of race, color, creed, national origin, ancestry, sex, marital status, disability, religious or political affiliation, age, sexual orientation, medical condition or pregnancy. It is an objective of the State of California to achieve a drug-free work place. Any applicant for state employment will be expected to behave in accordance with this objective because the use of illegal drugs is inconsistent with the law of the State, the rules governing Civil Service, and the special trust placed in public servants.

Under the general direction of the Directorate, The Assistant Director, Office of Communications and Public Affairs serves as the primary point of contact for the Department of Child Support Services (DCSS) with the media, including local, national and international news organizations, and responds to media requests for information about the child support program. The Assistant Director prepares press briefings and reports for DCSS Executive and Health and Human Services Agency staff and plans, executes and attends media events as needed. The Assistant Director is responsible for leading statewide and regional marketing campaigns in partnership with local child support agency staff to inform the public about the services provided by the child support program. As part of the outreach campaigns and on an ongoing basis, the Assistant Director leverages web and media-based social media to promote program services, new service offerings and job opportunities. The Assistant Director is responsible for maintaining both the external and internal departmental websites which entails ensuring the information is accessible to users, the websites are easy to navigate and content is regularly refreshed. The Assistant Director is also responsible for the oversight of the DCSS Public Inquiry and Response Team that handles sensitive customer and stakeholder questions and issues and provides timely response to those customer issues.

DESIRABLE QUALIFICATION(S):

THE APPLICATION AND STATEMENT OF QUALIFICATION (SOQ) MUST INDICATE YOUR TOTAL YEARS OF EXPERIENCE (TO AND FROM DATES) PERFORMING EACH OF THE ACTIVITIES LISTED BELOW:

a. Ability to work independently in an unstructured environment, utilize good judgment, excellent written and verbal communication skills, and have an acute sensitivity to the political environment of the Child Support Program.

b. Experience working with the media on complex and sensitive issues, handling press calls, writing press releases and coordinating and handling press events.

c. Experience dealing with the Governor's Office, the Legislature, Departmental managers, and other high level State, Federal, and local officials on media and press-related items.

d. Experience with conducting program marketing and outreach campaigns including the development of informational program materials and leveraging the use of web and mobile-based social media to promote the program.

e. Experience with handling and resolving sensitive and complex constituent concerns in a respectful and timely manner.

f. Knowledge of the organization and goals of the California Department of Child Support Services.

HOW TO APPLY: Interested candidates please submit:

- A completed Standard State Application (Form 678). **Please indicate "Exempt" Assistant Director of Communications and Public Affairs position on the application.**
- A "Statement of Qualifications". The Statement is a narrative discussion of how the candidate's education, training, experience, and skills meet the minimum and desirable qualifications and qualify them for the position. The Statement of Qualifications serves as a documentation of each candidate's ability to present information clearly and concisely in writing and should be typed and no more than two pages in length.
- Resumes do not take the place of the Statement of Qualifications.

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Filing Instructions:

Applications and Statement of Qualifications (SOQ) must be submitted to:

CHILD SUPPORT SERVICES, DEPARTMENT OF, Personnel Services Section,
Administrative Services Division
PO Box 419064 – MS-631, Rancho Cordova, CA 95741
James Boyd | 916-464-5372 | james.boyd@dcss.ca.gov

Applications may be filed in person at 11150 International Drive, 1st Floor, Rancho Cordova.