



## Job Posting: Programs Specialist (SSM I Specialist)

### Department of Insurance

JC-242473 - Programs Specialist (SSM I Specialist)  
STAFF SERVICES MANAGER I

\$6,124.00 - \$7,608.00 per Month

**Final Filing Date: 3/23/2021**

#### Application Methods:

Electronic (Using your CalCareer Account)  
By Mail  
Drop-off

### Job Description and Duties

Under general direction of the Deputy Commissioner, Community Relations and Outreach, the Staff Services Manager I (Specialist) oversees and manages the development, coordination and implementation of the California Department of Insurance (CDI) outreach work-plans, communication, collateral and processes for specialized outreach programs, including the Insurance and Cannabis Initiative and California Low Cost Auto Insurance (CLCA) Program. Routine/extensive travel is required within and outside the state of California via private or public transportation (i.e., automobile, airplane, etc.). Travel may include overnight stay.

#### **EXAMINATION INFORMATION:**

You **MUST** take the **Staff Services Manager I** to be eligible for appointment. Please click the link provided below for the examination information/instructions. Please read the entire examination bulletin. **FAILURE TO SUBMIT ANY OF THE REQUIRED DOCUMENTATION LISTED IN THE EXAMINATION BULLETIN MAY RESULT IN DISQUALIFICATION FROM THIS EXAMINATION.**

**Staff Svcs. Mgr. I Exam**

Link: <https://www.calcareers.ca.gov/CalHrPublic/Exams/Bulletin.aspx?examCD=9PB19>

Any questions regarding the minimum qualifications, applying for the examination, being scheduled for the examination, being scheduled for the examination, reasonable accommodations, the examination components, scoring, etc., may be directed to our Examination Unit at: [cdiexaminations@Insurance.ca.gov](mailto:cdiexaminations@Insurance.ca.gov)

*Please take a moment to provide your feedback:*

[Recruitment Survey](#)

You will find additional information about the job in the **Duty Statement**.

### Working Conditions

- Work in a high-rise office building
- Travel within the United States

Physical Abilities:

- Ability to lift 25 lbs. routinely during travel

## Minimum Requirements

You will find the Minimum Requirements in the Class Specification.

- STAFF SERVICES MANAGER I

## Additional Documents

- Job Application Package Checklist
- Duty Statement

## Position Details

**Job Code #:** JC-242473  
**Position #(s):** 413-160-4800-001  
**Working Title:**  
**Programs Specialist (SSM I Specialist)**  
**Classification:** STAFF SERVICES MANAGER I  
 \$6,124.00 - \$7,608.00

**# of Positions:** 1  
**Work Location:** Los Angeles County  
**Job Type:** Permanent, Full Time

## Department Information

### Community Relations & Outreach Branch

#### Located in Los Angeles

Would you like to become part of a team of dedicated and talented civil servants whose work impacts the lives of millions of Californians? The California Department of Insurance (CDI) was created in 1868, developing our mission that ensures that consumers are provided with insurance services meeting acceptable standards of quality, equity and dependability at fair rates by establishing and enforcing appropriate service standards. The insurance market place has changed dramatically over time, but consumer protection continues to be the core of CDI's mission. Consumers, insurance companies, and licensees rely on CDI to ensure that insurance products and services are available to consumers timely, and that they deliver fair and equal benefits.

Department Website: <http://www.insurance.ca.gov>



## Special Requirements

\*\*Please submit three letters of recommendation from people and organizations you have worked with on projects which you have managed.

### Statements of Qualifications -

- Please submit a one page narrative of your education, training, experience and skills that qualify you for the position.
- Please submit a detailed account of a project you have managed involving varied levels of expertise, including elected officials, community based organizations and volunteers.
- Please submit a detailed account of your experience managing complicated budgets and contracts for a program or project.

Please attach (upload) all the required documents necessary to verify that you meet the minimum qualifications for this position (i.e., specify type of degree, transcript, license, certificate). If your degree is not in one of the specified degrees as stated in the Class Specifications (link above),

*please provide a copy of your most recent unofficial transcripts to be evaluated for comparability .*

**Failure to provide the required documentation, your application package will be marked as incomplete and will not be considered for an interview**

## Application Instructions

Completed applications and all required documents must be received or postmarked by the Final Filing Date in order to be considered. Dates printed on Mobile Bar Codes, such as the Quick Response (QR) Codes available at the USPS, are not considered Postmark dates for the purpose of determining timely filing of an application.

Final Filing Date: 3/23/2021

### **Who May Apply**

Individuals who are currently in the classification, eligible for lateral transfer, eligible for reinstatement, have list eligibility, are in the process of obtaining list eligibility, or have SROA and/or Surplus eligibility (please attach your letter, if available). SROA and Surplus candidates are given priority; therefore, individuals with other eligibility may be considered in the event no SROA or Surplus candidates apply.

Applications will be screened and only the most qualified applicants will be selected to move forward in the selection process. Applicants must meet the Minimum Qualifications stated in the Classification Specification(s).

### **How To Apply**

Complete Application Packages (including your Examination/Employment Application (STD 678) and applicable or required documents) must be submitted to apply for this Job Posting. Application Packages may be submitted electronically through your CalCareer Account at [www.CalCareers.ca.gov](http://www.CalCareers.ca.gov). When submitting your application in hard copy, a completed copy of the Application Package listing must be included. If you choose to not apply electronically, a hard copy application package may be submitted through an alternative method listed below:

### **Address for Mailing Application Packages**

You may submit your application and any applicable or required documents to:

Department of Insurance  
Attn: Classification & Examinations Unit  
Human Resources Management Division  
300 Capitol Mall, 13th Floor  
Sacramento, CA 95814

### **Address for Drop-Off Application Packages**

You may drop off your application and any applicable or required documents at:

Department of Insurance  
Classification & Examinations Unit  
Human Resources Management Division  
300 Capitol Mall, 13th Floor  
Sacramento, CA 95814  
08:00 AM - 05:00 PM

### **Required Application Package Documents**

The following items are required to be submitted with your application. Applicants who do not submit the required items timely may not be considered for this job:

- Current version of the State Examination/Employment Application STD Form 678 (when not applying electronically), or the Electronic State Employment Application through your Applicant Account at [www.CalCareers.ca.gov](http://www.CalCareers.ca.gov). All Experience and Education relating to the Minimum Qualifications listed on the Classification Specification should be included to demonstrate how you meet the Minimum Qualifications for the position.
- Degree and/or School Transcripts
- Statement of Qualifications - see details in the ***Special Requirements*** section
- Other - Please submit three letters of recommendation from people and organizations you have worked with on projects which you have managed.

Applicants requiring reasonable accommodations for the hiring interview process must request the necessary accommodations if scheduled for a hiring interview. The request should be made at the time of contact to schedule the interview. Questions regarding reasonable accommodations may be directed to the EEO contact listed on this job posting.

## Desirable Qualifications

In addition to evaluating each candidate's relative ability, as demonstrated by quality and breadth of experience, the following factors will provide the basis for competitively evaluating each candidate:

- Excellent Oral and Written Communications Skills.
- Experience working with varied communities, from homeless individuals to corporate executives.
- Experience collaborating with elected officials at every level, from local city representatives to State and Federal officials and their staff.
- Experience building coalitions with community based organizations and governmental partners.
- Experience drafting policy recommendations, proposals and outreach plans for governmental programs.
- Experience managing complicated contracts with detailed budgets.
- Experience managing boards within governmental and/or nonprofit organizations.
- Experience working with marketing and advertising agencies to reach diverse communities.
- Experience managing budgets for governmental organizations.
- Experience presenting to large and small groups virtually and in person.
- Experience researching and writing long detailed technical reports.

## Benefits

[Benefits Summary](#)

### **General State Employment Benefits and Protections**

[Click here to view more information about the outstanding benefits offered to State employees.](#)

## Contact Information

The Human Resources Contact is available to answer questions regarding the position or application process.

**Department Website:** <http://www.insurance.ca.gov>

**Human Resources Contact:**  
Classification & Examinations Unit

(916) 492-3300  
CDIJobInquiries@insurance.ca.gov

is being scheduled. You may direct any additional questions regarding Reasonable Accommodations or Equal Employment Opportunity for this position(s) to the Department's EEO Office.

**EEO Contact:**

EEO Officer  
(916) 492-3388

California Relay Service: 1-800-735-2929 (TTY), 1-800-735-2922 (Voice) TTY is a Telecommunications Device for the Deaf, and is reachable only from phones equipped with a TTY Device.

## PLP - Temporary Salary Impact

Salaries do not reflect reductions arising from the COVID-19 pandemic.

Information for actual reductions is available in the Human Resources Manual, Section 2113, Personal Leave Program (PLP) at;

<http://hrmanual.calhr.ca.gov/Home/ManualItem/1/2113>

Please refer to the section for Service Employees International Union (SEIU) - Bargaining Units 1, 3, 4, 11, 14, 15, 17, 20 and 21.

## Equal Opportunity Employer

The State of California 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. 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.