

CalSAWS Job Description

CALSAWS POSITION: CUSTOMER ENGAGEMENT DIRECTOR

CLASSIFICATION: INFORMATION TECHNOLOGY MANAGER II

Salary determined by employer
RGS Monthly Rate: \$9,908.82 – \$14,979.56

JOB DESCRIPTION

The Customer Engagement Director directs and oversees stakeholder management and stakeholder engagement for the CalSAWS portfolio by developing and maintaining positive relationships with regional representatives, 58-county leadership, and State/federal sponsors, community advocates, and other stakeholders in supporting and achieving customer/stakeholder business priorities and driving the consortium in prioritizing and aligning present and future strategic initiatives. This role identifies and leverages opportunities for partnership, centralized capabilities and interoperability of systems. This role also plans and organizes internal and external communications through appropriate channels ensuring that key stakeholders and partners are informed and consulted on current events, initiatives, strategies and marketing of consortium system functions and products (e.g. reports). The Customer Engagement Director will be responsible for ensuring that the input and feedback of county stakeholders are incorporated into strategic planning for the future CalSAWS.

During Migration, the Customer Engagement Director will also apply strategic planning and organizational change management expertise in managing the Training / Implementation team and driving organizational transformation and ensuring operational readiness as the statewide case management system is rolled out to all 58 counties.

RESPONSIBILITIES

- Directing, planning, organizing and contributing to design, development and/or review of work products and deliverables including:
 - Regional Status Reports;
 - System Change Request Feedback;
 - Change Control Board Decisions;
 - Release Packages Input;
 - System Release Go/No Go Decisions;
 - Deliverable Reviews;
 - Organizational Change Management Plan;
 - Change Management Guides & materials;
 - Training & Implementation Communications;
 - Review and input on Master Training Plan;
 - Review and input on Training Materials, Web-Based Training modules, & Job Aids;
 - Target Topic Webinars;
- Assisting stakeholders in reaching strategic priorities as established by stakeholders and establishing future goals by identifying critical issues and developing strategic recommendations;
- Conferring with senior project management, communicating customer engagement concerns to the project leadership;
- Contributing to risk and issue identification, assessment, mitigation, resolution, escalation and tracking;
- Ensuring appropriate stakeholders participate in planned and implementation activities and key decisions;
- Actively participating in and/or facilitating Project, Regional and State meetings;

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- Cultivating strategic customer experience through effective communications and project engagement;
- Monitoring and addressing stakeholder satisfaction metrics and delivering specific customer communications and/or technical solutions for process improvement;
- Ensuring that stakeholder escalations are resolved promptly, timely and effectively; and
- Identifying and resolving roadblocks, objections, challenges and points of failure in system adoption and acceptance and building engagement strategies to overcome such adversity.

DESIRABLE SKILLS AND CAPABILITIES

Candidates of this position should have applicable experience, skills, and capabilities to perform the following functions and activities:

- Experience in Organizational Change Management and Communications Management;
- Working knowledge of public assistance programs and state policy as it relates to SAWS;
- Strong analytical and problem-solving skills;
- Strong organizational, management and leadership abilities; and
- Demonstrated ability to lead a team through various project stages.

QUALIFICATIONS AND REQUIREMENTS

MINIMUM REQUIREMENTS:

TRAINING AND EXPERIENCE:

Graduation from an accredited college with a bachelor's degree in Computer Science, Information Systems, or a closely related field, and five (5) years of progressively responsible, full-time, paid experience in a centralized Information Technology organization, performing information systems analysis and design, application development, network administration or operating systems analysis; of which two (2) years must be in a management capacity.

-OR-

One (1) year of experience at the level of Los Angeles County class of Information Technology Manager I

-OR-

Four (4) years of progressively responsible, full-time, paid experience in managing the design, development, implementation, operation and maintenance of a large complex information systems program in a large, multi-service public or private sector organization.

LICENSE:

A valid California Class C Driver License or the ability to utilize an alternative method of transportation when needed to carry out job-related essential functions.

PHYSICAL CLASS:

2 - Light.