

Distribution Date	March 23, 2026
To	PPOC.All and the Public
CC	Consortium.RegionalManagers.All; Consortium.SectionDirectors;
CIT Name	Recruitment of Customer Engagement Manager (CEM) Closing on April 17, 2026

PPOCs, please forward to the appropriate impacted staff in your county:

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| <input checked="" type="checkbox"/> General | <input type="checkbox"/> Reports |
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| <input type="checkbox"/> CW | <input type="checkbox"/> Caseload Movement |
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| <input type="checkbox"/> MC | <input type="checkbox"/> Batch and Interfaces |
| <input type="checkbox"/> CMSP | <input type="checkbox"/> Fiscal |
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| <input type="checkbox"/> Child Care | <input type="checkbox"/> Help Desk |
| <input type="checkbox"/> WTW | <input type="checkbox"/> Imaging |
| <input type="checkbox"/> Other Program(s)_____ | <input type="checkbox"/> Security |
| <input type="checkbox"/> BenefitsCal | <input type="checkbox"/> Task Management |
| <input type="checkbox"/> Customer Correspondence | <input type="checkbox"/> Technical |
| <input type="checkbox"/> OCAT | <input type="checkbox"/> Training |
| <input type="checkbox"/> Other_____ | |

Description	<p>Purpose CalSAWS is recruiting for a Customer Engagement Manager (CEM).</p> <p>Background In June 2019, the 58 counties of California State formed the CalSAWS Consortium as a Joint Powers Authority (JPA) to represent the interests of all 58 counties and govern the CalSAWS portfolio, including financial, contracting, resourcing and strategic direction of CalSAWS projects.</p> <p>All 58 counties have been migrated to a unified statewide system and are now in 58-county maintenance and operations (M&O).</p> <p>Position Summary Customer Engagement Manager (CEM) The Customer Engagement Manager (CEM) manages Regional Managers and collaborates with the 58 California Counties and regional stakeholders. This role serves as the bridge between county-facing Regional Managers and internal product strategy and delivery teams by coordinating county engagement activities, ensuring consistent</p>
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capture of voice-of-county insights, and routing structured inputs to the appropriate owners.

The Customer Engagement Manager develops and sustains cross-functional relationships and collaborates with project, regional, and county leadership. This role supports Regional Managers in identifying, documenting, and communicating county issues, opportunities, and adoption risks related to the counties' attainment of strategic priorities established by the Consortium.

This position is a long-term assignment. CalSAWS supports a hybrid/remote work model, with expectations of onsite work on a regular basis.

How to Apply

The CalSAWS Project will accept applications through **April 17, 2026**, as described below. All submissions will be reviewed, with interviews scheduled for the most qualified candidates.

County Candidates: County employee candidates should discuss possible staffing options with their county management. Counties will determine whether they can support staff applying for positions, including county position and pay range. The Consortium can help provide additional information as needed.

Please complete the Request for Consideration, including management's signature, scan and send the completed document, *along with a resume*, to Careers@CalSAWS.org.

Public Candidates: For public candidates (or candidates whose county is not able to support a staff member on the project), the CalSAWS Consortium contracts with Regional Government Services (RGS) to provide staff for the consortium.

Please complete and email your Request for Consideration to Careers@CalSAWS.org along with a resume.

This recruitment closes on **April 17, 2026**.

If you have questions on this CIT, please reach out to the Primary and Backup Contacts.

Primary Project Contact	Jennifer Seel SeelJ@CalSAWS.org
Backup Project Contact	Holly Murphy 916-549-5696 MurphyH@CalSAWS.org
Attachments	CalSAWS Customer Engagement Manager Position Description CalSAWS Request for Consideration
Web Portal Link	<div style="background-color: black; width: 100px; height: 20px; margin-bottom: 10px;"></div> <p>OR</p> <p>You may also retrieve the CIT document and attachments by following these steps:</p> <ol style="list-style-type: none"> 1. Click on the CRFIs & CITs link at the top of the page. 2. Click on the "CalSAWS Information Transmittal (CIT)" folder. 3. Click on the "2026" folder. 4. Click on the appropriate CIT # folder.

Frequently Asked Questions

1. Who may apply for these positions?

This recruitment is open to California counties' staff and the public, preferably with SAWS experience. Candidates should review the open job descriptions for further information regarding the type of assignment, salary range, etc.

2. What if I currently work for a county, or as a member of the CalSAWS Project, and wish to remain with my current employer if I am selected?

Internal project or external county candidates are welcome to remain with their current employer, provided that the county or entity will support them working at the CalSAWS project(s). Candidates should discuss personnel options with their current employer, including potential salary. Each employer determines the appropriate employee classification, salary, and benefit package. CalSAWS can provide additional information to the counties to assist with this discussion.

3. What if I don't work for a SAWS project, a county, or my county is not able to support me on the Project should I be selected?

We certainly appreciate when counties can support their staff in these projects, but we also understand that it is not always possible for counties to provide staff to the Project.

The CalSAWS Consortium contracts with Regional Government Services (RGS) to provide personnel administration for some current CalSAWS Project staff. This option will continue to be available for this recruitment.

4. Tell me more about the RGS option.

Regional Government Services (RGS) is a Joint Powers Authority that provides human resources and personnel administration for public agencies and municipalities. RGS has been a good partner to the CalSAWS Consortium who has contracted with RGS since 2009 and continues to utilize this resource for CalSAWS Maintenance and Operations (M&O). Payroll and benefits with RGS are comparable to working for a county; however, there is no reciprocity for years of service as there is between most counties with respect to retirement. RGS offers comparable pay and benefit packages for employees, which includes an employer retirement contribution and 401k offerings.

5. What about travel since this is a statewide project?

All positions may be subject to some short-term travel in order to conduct project business with the State and counties. Positions assigned to the Customer Engagement team are expected to travel to counties throughout the State on a frequent basis. The CalSAWS project office is currently located in Gold River and is expected to open an office in Norwalk in the near future.

There are short-term travel funds available for project staff who travel out to the counties or other project sites, as required. Staff will follow their employers' short-term travel policy to cover travel expenses. CalSAWS can provide additional information, as needed.

Currently, CalSAWS accommodates remote/telework with onsite expectations based on specific activities.