

CalSAWS Job Description

CALSAWS POSITION: REGIONAL MANAGER

Salary Determined by Employer

RGS Salary Range:

\$8,731.83- \$12,088.91 Monthly

JOB DESCRIPTION

The Regional Manager (RM) reports to the Customer Engagement Manager (CEM) and serves as the primary county-facing liaison within an assigned region. The RM supports the Customer Engagement function by carrying out recurring county engagement activities, maintaining strong working relationships with county leaders and regional stakeholders, and ensuring county operational realities, readiness concerns, and adoption risks are accurately captured and communicated.

The RM provides county-specific information to the project and communicates project information to counties in a clear, timely, and actionable manner. The RM tracks county activities, identifies issues affecting counties, supports issue resolution and follow-through, and helps counties improve program performance through implementation of system best practices, change readiness support, and consistent governance participation.

Under the direction of the CEM, the RM documents voice-of-county input, themes, operational impacts, and emerging risks; supports county readiness for upcoming changes; and routes structured insights to the appropriate internal owners. The RM supports but does not own product prioritization, roadmap decisions, delivery commitments, release go/no-go authority, or county validation (UAT) coordination.

RESPONSIBILITIES

- Execute recurring county engagement activities aligned to CalSAWS priorities, Customer Engagement direction, and planned work within the assigned region.
- Maintain organized county notes, issue tracking, and voice-of-county inputs, including themes, impacted business processes, examples, operational impacts, and follow-up actions for use by Customer Engagement leadership.
- Contribute to county-facing work products and deliverables, including Regional Status Reports, System Change Requests and Business Case Review (BCR) feedback, Change Control Board input, release package input, release readiness/go/no-go input as requested, deliverable review comments, information transmittals, and requests for information support.
- Serve as a RM Sponsor or RM Liaison to the respective assigned Committees, Workgroups or Project teams per Customer Engagement Leadership direction, when indicated.
- Coordinates regional preparation for the Business Case Review (BCR) review and prioritization process.

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- Brief County Directors, Primary Point of Contacts (PPOC), Regional Committee Members (RCMs) and Workgroup members, and other county representatives on project status, issues, agenda items, proposals, system changes, and county impacts so counties have the information needed to prepare for and respond to project activities.
- Support counties in attainment of strategic priorities established by the Consortium by identifying barriers, sharing best practices, promoting awareness of available products and reports, and following through on county questions and concerns.
- Identify, document, monitor, and escalate county issues, enhancement requests, adoption risks, and readiness concerns to the CEM and accountable owners; support closed-loop follow-up with counties.
- Support implementation of the CalSAWS governance process within the region by preparing county representatives for participation in various activities or new functionality, helping coordinate regional staffing for committees and workgroups, and ensuring county perspectives are communicated effectively.
- Facilitate county adaptation to new features, releases, programs, and projects by providing orientation to new county contacts in partnership with their county chain-of-command, supporting change management activities, reinforcing key timelines and expectations, and helping counties understand operational impacts.
- Coordinate, facilitate and participate in regional meetings, county meetings, listening sessions, and management site visits/quarterly executive briefings; document outcomes, action items, and follow-up needs, and communicate them to the Customer Engagement Manager and relevant partners.
- Support and monitor County Learning Exchange (CLE) sessions and other county engagement forums by tracking participation, identifying issues and trends, and surfacing relevant observations to leadership. Take ownership of CLEs, when volunteering or asked to facilitate and coordinate assigned sessions along with the SMEs.
- Support development and distribution of county-facing communication products and engagement materials, including review of messaging for clarity, timing, and county impact.
- Monitor county satisfaction signals related to Consortium staff, processes, products, and communications effectiveness, and share practical recommendations to improve the county engagement experience.
- Actively identify and provide/submit relevant and timely topics for CalSAWS publications and Portals.
- Coordinate with System Integrator (SI) vendor project management and internal functional teams to support issue coordination and escalation, ensuring county impacts and constraints are accurately represented.
- RMs are expected to provide mentoring/training for new RMs that roll onto the Project and support their Region when RMs roll off the Project until a replacement is identified.
- RMs will collaborate on work division to ensure there is equity among the team. Each RM is expected to volunteer regularly or where indicated for individual and/or group assignments.

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- Travel is a requirement to periodically check in with the RM's assigned counties/region. RMs are also required to travel to CalSAWS office(s), when deemed necessary, and at minimum once per quarter.

DESIRABLE SKILLS AND CAPABILITIES

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

- Working knowledge of public assistance programs and state policy as it relates to SAWS;
- Strong facilitation, stakeholder management, and relationship-building skills across county, executive, operational, and technical audiences;
- Strong analytical and problem-solving skills, including the ability to identify operational impacts, readiness concerns, and recurring themes across counties;
- Ability to gather, organize, and communicate county input in a structured, accurate, and decision-useful manner;
- Strong oral and written communication skills for preparing summaries, status updates, talking points, and county-facing materials;
- Ability to quickly learn and operate across multiple technical environments, collaboration platforms, and documentation tools with confidence and accuracy;
- Demonstrated emotional intelligence, including empathy, conflict management, stakeholder awareness, and the ability to build trust across diverse groups;
- Strong organizational, time management, and follow-through skills; and
- Demonstrated ability to work independently, manage competing priorities, and support multiple counties and initiatives simultaneously.

QUALIFICATIONS AND REQUIREMENTS

MINIMUM REQUIREMENTS:

TRAINING AND EXPERIENCE:

Five (5) years of progressively responsible, full-time, paid experience in a centralized Information Technology organization performing information systems analysis and design for complex systems

-OR -

Two (2) years of experience, within the last three years at a level similar to a Los Angeles County Senior Information Systems Analyst or Human Services Administrator I.

-OR-

Five years of experience performing analytical assignments, two years of which must have been at the level of a journey-level analyst or higher, within one or more of the following administrative fields: human resources, budget, finance, contracts, program/policy analyst or another closely related administrative field.

IDENTIFICATION:

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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.

OTHER REQUIREMENTS

N/A

SPECIALTY REQUIREMENTS

N/A