

Department of Consumer Affairs

Position Duty Statement

HR-41 (Revised 7/2015)

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Classification Title	Board/Bureau/Division
Associate Governmental Program Analyst	Board of Barbering and Cosmetology
Working Title	Office/Unit/Section/Geographic Location
Executive Analyst	Operations Unit / Sacramento
Position Number	Effective Date
636-110-5393-813	

General Statement: Under the direction of the Executive Officer, the Associate Governmental Program Analyst (AGPA) plans and coordinates outreach events and meetings, maintains the Board’s website and social media accounts, and provides more complex administrative support to executive management. Duties include, but are not limited to, the following:

A. Specific Assignments [Essential (E) / Marginal (M) Functions]

50% (E) Outreach, Education, and Meetings

Plans and coordinates Board Meetings and Committee Meetings. Ensures all legal notice deadlines are met. Initiates contracts for room rentals, conducts the competitive bid process for meeting sites, evaluates proposals and bids, and recommends selection of contractor. Amends contracts when needed. Ships meeting materials to Board Members and meeting sites. Prepares more complex formal reports and minutes of meetings for legal documentation of actions taken. Prepares Chair Notes for Committee Chairperson and Board President in advance of Committee Meetings. Prepares and distributes meeting agendas and attends and monitors meetings. Delivers presentations at Board Meetings regarding departmental policies and procedures. (25%)

Formulates and executes plans for Board outreach efforts. Schedules and attends virtual and in-person outreach events. Plans and coordinates Board administered events such as town hall meetings and media campaigns created to educate licensees and consumers. Identifies opportunities for outreach at industry events. Reviews and processes forms and contractual documentation for participation in industry events. Attends industry events throughout the state. Coordinates the set up and break down of in-person events. Creates and distributes outreach materials. Determines the most effective information to provide at each event. Maintains the Board’s outreach procedures and historical records. (15%)

Facilitates the development of Board publications and educational materials by identifying relevant topics, researching industry trends and products, writing industry articles, and coordinating with Department of Consumer Affairs (DCA) staff on production and delivery. (10%)

20% (E) Administrative Support

Prepares correspondence and reports for the Executive Officer’s signature in response to more complex written and verbal inquiries from the Governor’s Office, the Legislature, other State agencies, industry representatives, and the public. Provides typing and administrative

support for the Executive Officer on more complex sensitive issues and maintains confidential files. Schedules and monitors the meeting calendars for the Executive Officer and Deputy Executive Officer. Assists executive management with travel arrangements.

Monitors and tracks Board Member expenditures and travel. Prepares fiscal reporting on Board member expenses. Assists Board Members with travel arrangements. Provides written and verbal responses to inquiries from Board Members.

20% (E) Webmaster

Manages, monitors, and maintains the Board's website for accuracy and visual esthetics. Receives and reviews requests for website posts. Requests the necessary written approvals for posting from DCA's Office of Information Services and legal office.

Reviews and posts daily industry information on the Board's social media accounts. Responds daily to questions received via social media and ensures no inappropriate remarks or responses are posted.

5% (M) Customer Service

Provides written and verbal responses to the most complex questions regarding Board laws, regulations, and processes from consumers, consumer organizations, industry representatives, legislators, law enforcement agencies, private attorneys, Board staff, and other interested parties.

5% (M) Translations Coordinator

Works with DCA's contracted service provider to ensure forms and documents are accurately routed, translated, documented, and reproduced into various languages for the Board's licensee population.

B. Supervision Received

The AGPA works under the direction of the Executive Officer and may also receive direction from the Deputy Executive Officer.

C. Supervision Exercised

None.

D. Administrative Responsibility

None.

E. Personal Contacts

The AGPA will have daily contact with all levels of staff within the Board, licensees, consumers, consumer organizations, industry representatives, legislators, law enforcement agencies, private attorneys, and other governmental agencies.

F. Actions and Consequences

Failure to exercise good judgment in responding to requests for information and handling sensitive and confidential issues could result in information being released to unauthorized persons that would be a violation of the Government Code. The release of incorrect information could also result in consumer harm. Failure to meet

mandated deadlines related to Board Meetings and Committee Meetings could result in violations of the Government Code and undermine the integrity of the Board.

G. Functional Requirements

No specific physical requirements are present. The incumbent works 40 hours per week partially in an office setting, with artificial light and temperature control, and partially from their home office, if desired. Daily access to and use of a personal computer and telephone are essential. Sitting and standing requirements are consistent with office work.

H. Other Information

The incumbent must be able to accurately assign priorities to multiple projects at any given time and must possess strong writing skills. The incumbent must be able to exercise creativity and flexibility in problem identification and resolution. In-depth knowledge of departmental and Board policies is critical. Weekend, evening work, and overtime may be required. Travel throughout an assigned geographical area by various methods of transportation is required.

In all job functions, employees are responsible for creating an inclusive, safe, and secure work environment that values diverse cultures, perspectives, and experiences, and is free from discrimination. Employees are expected to provide all members of the public equitable services and treatment, collaborate with underserved communities and tribal governments, and work toward improving outcomes for all Californians.

Conflict of Interest (COI)

This position is subject to Title 16, section 3830 of the California Code of Regulations, the Department of Consumer Affairs' Conflict of Interest Regulations. The incumbent is required to submit a Statement of Economic Interests (Form 700) within 30 days of assuming office, annually by April 1, and within 30 days of leaving office.

I have read and understand the duties listed above and I can perform these duties with or without reasonable accommodation. (If you believe reasonable accommodation is necessary, discuss your concerns with the hiring supervisor. If unsure of a need for reasonable accommodation, inform the hiring supervisor, who will discuss your concerns with the Health & Safety analyst.)

Employee Signature

Date

Printed Name, Classification

I have discussed the duties of this position with and have provided a copy of this duty statement to the employee named above.

Supervisor Signature

Date

Printed Name, Classification

Revised: 02/2024

Department of Consumer Affairs

Position Duty Statement

HR-041 (new 9/2019)

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Classification Title	Board/Bureau/Division
Staff Services Analyst	Board of Barbering and Cosmetology
Working Title	Office/Unit/Section / Geographic Location
Executive Analyst	Operations Unit / Sacramento
Position Number	Name and Effective Date
636-110-5157-813	

General Statement: Under the supervision of the Executive Officer, the Staff Services Analyst (SSA) coordinates outreach events and meetings, maintains the Board’s website and social media accounts, and provides less complex administrative support to executive management. Duties include, but are not limited to, the following:

A. Specific Assignments [Essential (E) / Marginal (M) Functions]

50% (E) Outreach, Education, and Meetings

Plans and coordinates Board Meetings and Committee Meetings. Ensures all legal notice deadlines are met. Ships meeting materials to Board Members and meeting sites. Prepares less complex formal reports and minutes of meetings for legal documentation of actions taken. Prepares Chair Notes for Committee Chairperson and Board President in advance of Committee Meetings. Prepares and distributes meeting agendas and attends and monitors meetings. (25%)

Schedules and attends virtual and in-person outreach events. Coordinates Board administered events such as town hall meetings and media campaigns created to educate licensees and consumers. Identifies opportunities for outreach at industry events. Reviews and processes forms and contractual documentation for participation in industry events. Attends industry events throughout the state and distributes outreach materials. Coordinates the set up and break down of in-person events. (15%)

Facilitates the development of Board publications and educational materials by recommending and researching topics and coordinating with Department of Consumer Affairs (DCA) staff on production and delivery. (10%)

25% (E) Administrative Support

Prepares correspondence and reports for the Executive Officer’s signature in response to less complex written and verbal inquiries from the Governor’s Office, the Legislature, other State agencies, industry representatives, and the public. Provides typing and administrative support for the Executive Officer on less complex sensitive issues and maintains confidential files.

Schedules and monitors the meeting calendars for the Executive Officer and Deputy Executive Officer. Assists executive management with travel arrangements.

Monitors and tracks Board Member expenditures and travel. Assists Board Members with travel arrangements. Provides written and verbal responses to inquiries from Board Members.

15% (E) Webmaster

Assists management with monitoring the Board's website for accuracy and visual esthetics. Receives and reviews requests for website posts. Requests the necessary written approvals for posting from DCA's Office of Information Services and legal office.

Reviews and posts daily industry information on the Board's social media accounts. Responds daily to questions received via social media and ensures no inappropriate remarks or responses are posted.

5% (M) Customer Service

Provides written and verbal responses to questions of average difficulty regarding Board laws, regulations, and processes from consumers, consumer organizations, industry representatives, legislators, law enforcement agencies, private attorneys, Board staff, and other interested parties.

5% (M) Translations Coordinator

Directly coordinate with the Department's contracted service provider ensuring forms and documents are accurately routed, translated, documented, and reproduced into the various languages for the Board's licensee population.

B. Supervision Received

The SSA works under the supervision of the Executive Officer and may also receive direction from the Deputy Executive Officer.

C. Supervision Exercised

None.

D. Administrative Responsibility

None.

E. Personal Contacts

The SSA will have daily contact with all levels of staff within the Board, licensees, consumers, consumer organizations, industry representatives, legislators, law enforcement agencies, private attorneys, and other governmental agencies.

F. Actions and Consequences

Failure to exercise good judgment in responding to requests for information and handling sensitive and confidential issues could result in information being released to unauthorized persons that would be a violation of the Government Code. The release of incorrect information could also result in consumer harm. Failure to meet mandated deadlines related to Board Meetings and Committee Meetings could result in violations of the Government Code and undermine the integrity of the Board.

G. Functional Requirements

No specific physical requirements are present. The incumbent works 40 hours per week partially in an office setting, with artificial light and temperature control, and partially from their home office, if desired. Daily access to and use of a personal

computer and telephone are essential. Sitting and standing requirements are consistent with office work.

H. Other Information

The incumbent must be able to accurately assign priorities to multiple projects at any given time and must possess strong writing skills. The incumbent must be able to exercise creativity and flexibility in problem identification and resolution. In-depth knowledge of departmental and Board policies is critical. Weekend, evening work, and overtime may be required. Travel throughout an assigned geographical area by various methods of transportation is required.

In all job functions, employees are responsible for creating an inclusive, safe, and secure work environment that values diverse cultures, perspectives, and experiences, and is free from discrimination. Employees are expected to provide all members of the public equitable services and treatment, collaborate with underserved communities and tribal governments, and work toward improving outcomes for all Californians.

I have read and understand the duties listed above and I can perform these duties with or without reasonable accommodation. (If you believe reasonable accommodation is necessary, discuss your concerns with the hiring supervisor. If unsure of a need for reasonable accommodation, inform the hiring supervisor, who will discuss your concerns with the Health & Safety analyst.)

Employee Signature

Date

Printed Name, Classification

I have discussed the duties of this position with and have provided a copy of this duty statement to the employee named above.

Supervisor Signature

Date

Printed Name, Classification

Revised: 02/2024