

DUTY STATEMENT

Employee Name:	Position Number: 580-120-5157-764
Classification: Staff Services Analyst	Tenure/Time Base: Permanent/Full-Time
Working Title: Exams Analyst	Work Location: 1615 Capitol Avenue, Sacramento CA 95814
Collective Bargaining Unit: R01	Position Eligible for Telework (Yes/No): Yes
Center/Office/Division: Human Resources Division	Branch/Section/Unit: Strategic Talent management and Development Branch/Recruitment and Examinations Section/Examination Services Unit

All employees shall possess the general qualifications, as described in California Code of Regulations Title 2, Section 172, which include, but are not limited to integrity, honesty, dependability, thoroughness, accuracy, good judgment, initiative, resourcefulness, and the ability to work cooperatively with others.

This position requires the incumbent to maintain consistent and regular attendance; communicate effectively (orally and in writing) in dealing with the public and/or other employees; develop and maintain knowledge and skill related to specific tasks, methodologies, materials, tools, and equipment; complete assignments in a timely and efficient manner; and, adhere to departmental policies and procedures.

All California Department of Public Health (CDPH) employees perform work that is of the utmost importance, where each employee is important in supporting and promoting an environment of equity, diversity, and inclusivity, essential to the delivery of the department's mission. All employees are valued and should understand that their contributions and the contributions of their team members derive from different cultures, backgrounds, and life experiences, supporting innovations in public health services and programs for California.

Competencies

The competencies required for this position are found on the classification specification for the classification noted above. Classification specifications are located on the [California Department of Human Resource's Job Descriptions webpage](#).

Job Summary

This position supports CDPH's mission and strategic plan by providing examination services, which is a key part of the hiring process.

The Staff Services Analyst (SSA) performs work of average difficulty in a wide variety of consultative and analytical staff services assignments, such as that associated with examination development and administration. The SSA is responsible for the review and analysis of department specific classifications to develop and process examinations that conform to the Department of Human

Resources (CalHR) and State Personnel Board (SPB) guidelines on Employee Selection and adhere to State law and rules.

The SSA classification is distinguished from the Associate Governmental Program Analyst classification by the scope of responsibility, complexity of work performed, independence of action, decision-making, and level of supervision received. This classification consists of three alternate ranges and as the SSA advances within the classification ranges, their responsibilities are expected to show broader knowledge of the work environment, and organizational and/or departmental requirements while the scope of work increases.

The incumbent works under the supervision of the Staff Services Manager I (SSM I) of the Examination Services Unit (ESU).

Special Requirements

- Conflict of Interest (COI)
- Background Check and/or Fingerprinting Clearance
- Medical Clearance
- Travel:
- Bilingual: Pass a State written and/or verbal proficiency exam in
- License/Certification:
- Other:

Essential Functions (including percentage of time)

- 30% Reviews candidate exam applications and verifies education requirements to ensure minimum qualifications are met prior to exam acceptance. Prepares and oversees exam preparation and administration. Prepares exam materials such as exam history files, scoring criteria's, coordination of panel members, and subject matter experts (SME) agreements. Keys exam applications into the online Legacy system. Assesses the quality of each test and establishes a passing score. Coordinates with the SME in the review of exam applications or with questions regarding interpretation of applicant responses when needed. Serves as a consultant to candidates, programs, and management regarding the sensitive personnel issues related to selection policies, procedures, and rights of competitors.
- 30% Collaborates with programs and SMEs to conduct job analysis. Creates, edits, and reviews task, knowledge, skills, and ability statements by using the classification specifications, duty statements, and historical data. Creates and exports rating surveys to collect data for the job analysis. Communicates with candidates and staff, along with coordinates and schedules meetings with SMEs. Initiates and participates in job analysis (linkage and exam development) meetings with SMEs. Prepares detailed job analysis reports that conform to provisions of CalHR, which document the methodology and results of the job analysis.
- 20% Responds and educates the public by phone regarding the exam process. Relays appropriate information regarding candidates' exam status. Researches exam history and all appropriate documents to respond to email inquiries from the public, management, or programs.
- 10% Creates, edits, and reviews examination bulletins for manager approval. Keys special instructions for exam bulletins into the online Legacy system. Collaborates with CalHR to

publish electronically via email.

- 5% Investigates and prepares detailed correspondence for manager approval; responds to SPB and candidates on appeals and withholds related to the personnel selection process (e.g., exam appeals, merit issues, etc.).

Marginal Functions (including percentage of time)

- 5% Approves requests for transfer of list eligibility. Attends training and meetings related to selection methods, policies, and professional standards. Performs other work-related duties as required.

I certify this duty statement represents an accurate description of the essential functions of this position. I have discussed the duties and have provided a copy of this duty statement to the employee named above.

I have read and understand the duties and requirements listed above and am able to perform these duties with or without reasonable accommodation. (If you believe reasonable accommodation may be necessary, or if unsure of a need for reasonable accommodation, inform the hiring supervisor.)

Supervisor’s Name:	Date	Employee’s Name:	Date
Supervisor’s Signature	Date	Employee’s Signature	Date

HRD Use Only:
 Approved By: Alyssa Ballesteros-Agulo
 Date: 01/03/23

DUTY STATEMENT

Employee Name:	Position Number: 580-120-5393-XXX
Classification: Associate Governmental Program Analyst	Tenure/Time Base: Permanent / Full-Time
Working Title: Exams Analyst	Work Location: 1615 Capitol Avenue, Sacramento, CA 95814
Collective Bargaining Unit: R01	Position Eligible for Telework (Yes/No): Yes
Center/Office/Division: Human Resources Division	Branch/Section/Unit: Strategic Talent Management and Development Branch/Recruitment and Examinations Section/Examination Services Unit

All employees shall possess the general qualifications, as described in California Code of Regulations Title 2, Section 172, which include, but are not limited to integrity, honesty, dependability, thoroughness, accuracy, good judgment, initiative, resourcefulness, and the ability to work cooperatively with others.

This position requires the incumbent to maintain consistent and regular attendance; communicate effectively (orally and in writing) in dealing with the public and/or other employees; develop and maintain knowledge and skill related to specific tasks, methodologies, materials, tools, and equipment; complete assignments in a timely and efficient manner; and adhere to departmental policies and procedures.

All California Department of Public Health (CDPH) employees perform work that is of the utmost importance, where each employee is important in supporting and promoting an environment of equity, diversity, and inclusivity, essential to the delivery of the department's mission. All employees are valued and should understand that their contributions and the contributions of their team members derive from different cultures, backgrounds, and life experiences, supporting innovations in public health services and programs for California.

Competencies

The competencies required for this position are found on the classification specification for the classification noted above. Classification specifications are located on the [California Department of Human Resource's Job Descriptions webpage](#).

Job Summary

This position supports CDPH's mission and strategic plan by providing examination services, which is a key part of the hiring process.

The Associate Governmental Program Analyst (AGPA) independently performs the more responsible, varied, and complex technical analytical work associated with examination development and administration.

The AGPA is responsible for the review and analysis of department specific classifications to develop and process examinations that conform to the Department of Human Resources (CalHR) and State Personnel Board (SPB) guidelines on Employee Selection and adhere to State law and rules.

The AGPA works under the general direction of the Staff Services Manager I (SSM I) of the Examination Services Unit (ESU).

Special Requirements

- Conflict of Interest (COI)
- Background Check and/or Fingerprinting Clearance
- Medical Clearance
- Travel:
- Bilingual: Pass a State written and/or verbal proficiency exam in
- License/Certification:
- Other:

Essential Functions (including percentage of time)

- 30% Independently reviews candidate exam applications and verifies education requirements to ensure minimum qualifications are met prior to exam acceptance. Prepares and oversees exam preparation and administration. Prepares exam materials such as exam history files, scoring criteria's, coordination of panel members, and subject matter experts (SME) agreements. Keys exam applications into the online Legacy system. Assesses the quality of each test and establishes a passing score. Coordinates with the SME in the review of exam applications or with questions regarding interpretation of applicant responses when needed. Serves as a consultant to candidates, programs, and management regarding the sensitive personnel issues related to selection policies, procedures, and rights of competitors.
- 30% Independently collaborates with programs and SMEs to conduct job analysis. Creates, edits, and reviews task, knowledge, skills, and ability statements by using the classification specifications, duty statements, and historical data. Creates and exports rating surveys to collect data for the job analysis. Communicates with candidates and staff, along with coordinates and schedules meetings with SMEs. Initiates and participates in job analysis (linkage and exam development) meetings with SMEs. Prepares detailed job analysis reports that conform to provisions of CalHR, which document the methodology and results of the job analysis.
- 20% Independently responds and educates the public by phone regarding the exam process. Relays appropriate information regarding candidates' exam status. Researches exam history and all appropriate documents to respond to email inquiries from the public, management, or programs.
- 10% Creates, edits, and reviews examination bulletins for manager approval. Keys special instructions for exam bulletins into the online Legacy system. Collaborates with CalHR to publish electronically via email.

5% Investigates and prepares detailed correspondence for manager approval; responds to SPB and candidates on appeals and withholds related to the personnel selection process (e.g. exam appeals, merit issues, etc.)

Marginal Functions (including percentage of time)

5% Approves requests for transfer of list eligibility. Attends training and meetings related to selection methods, policies, and professional standards. Performs other work-related duties as required.

I certify this duty statement represents an accurate description of the essential functions of this position. I have discussed the duties and have provided a copy of this duty statement to the employee named above.

I have read and understand the duties and requirements listed above and am able to perform these duties with or without reasonable accommodation. (If you believe reasonable accommodation may be necessary, or if unsure of a need for reasonable accommodation, inform the hiring supervisor.)

Supervisor’s Name:	Date	Employee’s Name:	Date
Supervisor’s Signature	Date	Employee’s Signature	Date

HRD Use Only:
 Approved By: NW
 Date: 1/23/24