

Department of Consumer Affairs

Position Duty Statement

HR-041a (new 09/2019)

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Classification Title	Board/Bureau/Division
Staff Services Analyst	Bureau of Automotive Repair (BAR)
Working Title	Office/Unit/Section/Geographic Location
Quality Assurance and Training Analyst	Consumer Assistance Program / Program Support Division/ Program Analysis Unit/ Rancho Cordova
Position Number	Name and Effective Date
646-200-5157-XXX	

General Statement: Under the supervision of the Staff Services Manager I (SSM I) in the Program Support Division (PSD) of the Consumer Assistance Program (CAP), the Staff Services Analyst (SSA), onsite and virtually performs duties related to quality assurance, staff onboarding, training, procedure development, and process improvement. Duties include, but are not limited to the following:

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

30% (E) Quality Assurance and Process Improvement/Change Management

Ensure the highest standards of service delivery and accuracy across all PSD units:

Call Center: Work with leads and supervisor to promote regular evaluations of call center interactions, ensuring adherence to established protocols and standards. Analyze call recordings and reports to identify areas for improvement in agent performance. Providing feedback and coaching to leads to enhance agent customer service quality and efficiency. Develop and implement quality assurance strategies to optimize call center operations and enhance customer satisfaction.

Application Processing: Coordinate with leads and supervisor in reviewing application to verify completeness, accuracy, and compliance with regulatory requirements. Perform audits of application processing procedures to identify gaps, errors, or inefficiencies. Collaborate with supervisor and leads to implement corrective actions and process improvements based on audit findings. Monitor key performance indicators related to application processing turnaround time, accuracy, and customer satisfaction.

Invoice Processing: Coordinate with other CAP analysts to improve invoice processes. Examine processed invoices for accuracy, consistency, and compliance with contractual agreements. Conduct thorough reviews of invoice processing workflows to identify potential bottlenecks or errors. Develop and maintain quality assurance metrics to track invoice processing performance and identify areas for improvement. Implement checks and balances to resolve discrepancies, streamline processes, and optimize invoice processing efficiency.

Front Counter: Front Counter: Collaborate with front counter lead/supervisor to ensure efficient and effective customer service delivery at the front counter. Conduct regular evaluations of front counter interactions, ensuring adherence to established protocols and standards. Analyze customer interactions and transactions to identify areas for improvement in service delivery. Coordinate with supervisors and staff to review

processes and procedures identifying opportunities for improvement. Conduct audits of front counter procedures to identify gaps, errors, or inefficiencies.

30% (E) Staff Onboarding and Training

Assist with program statutes, regulations, and requirements. Collaborate with management and lead analysts to devise, implement, and deliver unit specific training sessions for CAP's front counter, call center, application processing, and invoice processing unit's new hires as well as continuing education for existing personnel. Identify unit appropriate case studies to add to and enrich curriculum. Ensure course objectives are achieved by effective presentation of topics, addressing trainee inquiries, trainee evaluations, and conducting training assessments. Assume control of classroom management to foster a conducive learning atmosphere. Provide feedback to team leaders and supervisors on trainee attendance and performance and collaborate with unit leads and supervisors to develop data for post-training analysis and staff proficiency monitoring. Track and provide supervisors statistical data on training conducted and courses completed by staff using Microsoft Access or other appropriate database programs. Create quarterly, yearly training schedule on various policies, requirements, procedures and customer service. Survey courses needed for staff improvement and upward mobility. Work with SOLID to determine courses needed. Provide onsite/offsite training and team building activities for staff. Design and implement an effective onboarding program for new hires.

25% (E) Procedure Updates and SharePoint Point Coordinator

Manage training material, media files, policies and procedures in SharePoint. Assist with keeping abreast of internal policies and procedures. Create and implement new policies and procedures as needed. Collaborate with unit leads and supervisors to periodically review internal policies and procedures for validation and alignment with current business processes. Update as needed and upload to SharePoint. Timely communicate new procedures and updates to staff. Maintain ongoing list of new and updated policies and procedures for reference. Ensure all necessary training materials such as procedures, sample cases, handouts, job aids and presentation materials are readily available for staff.

5% (E) Access Database Support and Backup

Maintain, update, and support all existing Microsoft Access and Excel databases. Design/create, develop, implement, and maintain a new quick reference resource hub in Microsoft Access for PSD staff. Provide support related to CAP's internal databases.

5% (E) Correspondence/Complaint Investigation and Resolution

Serve as back up to review, analyze, and evaluate complaints from applicants, and handle the sensitive calls escalated by the call center. Professionally and effectively communicate timely via phone and written correspondence with internal and external clients and subject matter experts in other BAR units to resolve discrepancies from escalated calls.

5% (M) Program Support

Oversee special projects as needed. Respond to CAP-related Public Records Act requests. Attend meetings and training sessions. Serve as back-up support to all other

analysts within Program Support Division and CAP. Process CAP applications and invoices and take call center calls as needed.

B. Supervision Received

The incumbent works under the supervision of the Program Manger I; however, direction and assignments may also come from the Program Manager II, Program Representative III (Supervisors), and Program Support Division SSM I.

C. Supervision Exercised

None

D. Administrative Responsibility

None

E. Personal Contacts

The incumbent works closely with CAP staff, consumers, CAP's Lead Analyst(s) and contracted database administrators. The incumbent also has daily contact with BAR management/staff to carry out the responsibilities of the position; may also have occasional contact with other State agencies.

F. Actions and Consequences

Failure to properly analyze statutes, regulations, legislation, and program data may result in program disruption, consumer harm, and BAR failing to meet program specific goals and mandates. Failure to properly represent BAR could also result in the misappropriation of funds.

G. Functional Requirements

The incumbent works 40 hours per week in an office setting with artificial lighting and temperature control. Daily access to and the use of a personal computer and telephone is essential. Sitting, standing, lifting, bending, and walking to deliver documents to the other BAR Units on a regular basis are required.

H. Other Information

The incumbent must possess excellent communication and writing skills and be able to reason logically utilizing a variety of analytical techniques and computer programs such as Microsoft Word, Access, Excel, and Visio. Develop and evaluate alternatives; analyze data and present ideas and information effectively both orally and in writing; consult with and advise management on a wide variety of subject matters. Use good judgment in decision-making, exercise creativity and flexibility in problem identification and resolution; gain and maintain the confidence and cooperation of those contacted during the course. Act as a meeting facilitator; manage time and resources effectively and be responsive to CAP management needs. The incumbent is required to routinely work with sensitive and confidential issues and/or documents and is expected to maintain the privacy and confidentiality of documents and topics pertaining to sensitive program matters.

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

Employee's 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: 4/2024
Approved: 5/2024 HM

Department of Consumer Affairs

Position Duty Statement

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Classification Title Associate Governmental Program Analyst	Board/Bureau/Division Bureau of Automotive Repair (BAR)
Working Title Quality Assurance and Training Analyst	Office/Unit/Section/Geographic Location Consumer Assistance Program / Program Support Division/ Program Analysis Unit/ Rancho Cordova
Position Number 646-200-5393-XXX	Name and Effective Date

General Statement: Under the general direction of the Staff Services Manager I (SSM I) in the Program Support Division (PSD) of the Consumer Assistance Program (CAP), the Associate Governmental Program Analyst (AGPA), will independently perform duties (onsite and virtually) related to quality assurance, staff onboarding, training, procedure development, and process improvement. Duties include, but are not limited to the following:

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

30% (E) Quality Assurance and Process Improvement/Change Management

Ensure the highest standards of service delivery and accuracy across all PSD units:

Call Center: Work with leads and supervisor to promote regular evaluations of call center interactions, ensuring adherence to established protocols and standards. Analyze call recordings and reports to identify areas for improvement in agent performance. Providing feedback and coaching to leads to enhance agent customer service quality and efficiency. Develop and implement quality assurance strategies to optimize call center operations and enhance customer satisfaction.

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and standards. Analyze customer interactions and transactions to identify areas for improvement in service delivery. Coordinate with supervisors and staff to review processes and procedures identifying opportunities for improvement. Conduct audits of front counter procedures to identify gaps, errors, or inefficiencies.

30% (E) Staff Onboarding and Training

Act as the Subject Matter Expert (SME) on program statutes, regulations, and requirements. Collaborate with management and lead analysts to devise, implement, and deliver unit specific training sessions for CAP's front counter, call center, application processing, and invoice processing unit's new hires as well as continuing education for existing personnel. Identify unit appropriate case studies to add to and enrich curriculum. Ensure course objectives are achieved by effective presentation of topics, addressing trainee inquiries, trainee evaluations, and conducting training assessments. Assume control of classroom management to foster a conducive learning atmosphere. Provide feedback to team leaders and supervisors on trainee attendance and performance and collaborate with unit leads and supervisors to develop data for post-training analysis and staff proficiency monitoring. Track and provide supervisors statistical data on training conducted and courses completed by staff using Microsoft Access or other appropriate database programs. Create quarterly, yearly training schedule on various policies, requirements, procedures, and customer service. Survey courses needed for staff improvement and upward mobility. Work with SOLID to determine courses needed. Provide onsite/offsite training and team building activities for staff. Design and implement an effective onboarding program for new hires.

25% (E) Procedure Updates and SharePoint Point Coordinator

Manage training material, media files, policies, and procedures in SharePoint. As SME, keep abreast of internal policies and procedures. Create and implement new policies and procedures as needed. Collaborate with unit leads and supervisors to periodically review internal policies and procedures for validation and alignment with current business processes. Update as needed and upload to SharePoint. Timely communicate new procedures and updates to staff. Maintain ongoing list of new and updated policies and procedures for reference. Ensure all necessary training materials such as procedures, sample cases, handouts, job aids and presentation materials are readily available for staff.

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B. Supervision Received

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C. Supervision Exercised

None

D. Administrative Responsibility

None

E. Personal Contacts

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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

Employee's 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: 4/2024
Approved: 5/2024