

## Department of Consumer Affairs

### Position Duty Statement

HR-041 (new 8/2019)

<b>Classification Title</b> Staff Services Analyst	<b>Board/Bureau/Division</b> Bureau of Automotive Repair
<b>Working Title</b> Field Operations Analyst	<b>Office/Unit/Section / Geographic Location</b> Field Operations & Enforcement / Hercules Field Office
<b>Position Number</b> 646-151-5157-8XX	<b>Name and Effective Date</b>

**General Statement:** Under the supervision of the Program Representative III (Supervisor), the Staff Services Analyst (SSA) will perform average difficulty analytical assignments and administrative support to a specific geographically located Field Operations & Enforcement field office. The SSA develops, analyzes, and maintains field office reports and statistics. The SSA acts as the analytical consultant and point of contact for the field office regarding all integrated digital solutions/platforms used by Field Operations & Enforcement. The SSA is responsible for participating in field office related projects; researching, planning, organizing, and tracking to provide technical consultation and recommendations on field office operational matters. Duties include, but are not limited to, the following:

A. SPECIFIC ASSIGNMENTS [Essential (E) / Marginal (M) Functions]

**40% (E) Field Operations and Enforcement Activity Reports / Workload Management**

Gather, evaluate, analyze, and monitor Program Representative's reported individual workload activity and tabulate into field office composite for submittal to Field Operations Headquarters (HQ) at end of month (EOM). Ensure field office work products are complete, properly named, compiled and digitally uploaded for reconciliation. Reconcile the total and completed work product of the field office to ensure the reported, recorded, and submitted numbers match and are accurate prior to submittal to HQ. (15%)

Extract, evaluate, and analyze office activity reports from multiple digital platforms as it relates to Automotive Repair and Smog Check programs, complaint and formal investigations, allegation trends, and overall cycle times. Utilize effective tracking mechanisms for field office enforcement data such as; enforcement workload, complaint aging, citations, and inspection and investigation statistics utilizing spreadsheets and other appropriate resources. Advise and make recommendations to management in the gathering and tabulating of statistical workload data for the office. (10%)

Draft weekly reports reflecting investigations pending, open age investigative report, and closed investigative report for review, and analyze data by each Program Representative within the office to ensure Department of Consumer Affairs (DCA), Bureau of Automotive Repair (BAR) performance measures are being maintained. Identify data on investigative performance outside program standards. Provide weekly reports to management. (10%)

Monitor crucial timelines during investigations and administrative case filings, calculate timeframes during events, and provides continuous maintenance and necessary updates to support changing status of formal investigations. Use multiple integrated digital solutions for monitoring. (5%)

**35% (E) Case Management / Tracking**

Proofread complaint investigation reports, investigative cases, and review complaint and case elements in relation to violations charged for appropriateness and accuracy. Ensure consumer allegations have been addressed in investigative reports. Process investigative

cases for submittal to the Program Manager. Update centralized tracking mechanisms in SharePoint for Investigations, probation monitoring, and documented vehicle job orders (DVJO). Provide feedback, input, and data to management.

Maintain any additional office tracking systems for complaints, inspections, and Unlicensed / Delinquent activity.

**15% (E) Analytical Consultant for the Field Office**

Serve as the analytical consultant and point of contact for all digital solutions/platforms used within the field office.

Act as the liaison between BAR HQ management and the field office staff regarding reporting inquiries and accuracy of field office statistics recorded and maintained across multiple integrated digital solutions to ensure data reporting accuracies.

Perform analytical or administrative duties in cooperation with other assigned staff, to ensure that projects are completed timely, accurately, and meet management expectations.

**10% (M) Administrative Support**

Consult with consumers and licensees and address inquiries via telephone and in person.

Prepare analytical and confidential correspondence.

B. Supervision Received

The incumbent works under the supervision of the Program Representative III (Supervisor) but may receive direction from the Program Manager I or Program Manager II within the Field Operations and Enforcement Division.

C. Supervision Exercised

NONE

D. Administrative Responsibility

NONE

E. Personal Contacts

The incumbent has daily contact with Bureau employees, licensees, representatives from other state agencies, industry representatives, and the general public.

F. Actions and Consequences

Inability to accurately and efficiently carry out the duties as outlined will negatively impact the operational needs of the field office, the validity of information being provided to field office management and Headquarters, and the integrity of the Bureau and Department.

G. Functional Requirements

The incumbent works 40 hours per week in an office setting with artificial light and temperature control. The ability to use a personal computer and telephone is essential. The incumbent must be able to frequently remain in a stationary position at a workstation throughout the day and must occasionally position self to perform a variety of tasks including retrieval of files. The incumbent must be able to effectively communicate.

H. Other Information

The incumbent must utilize a variety of analytical techniques to identify and resolve difficult problems. Thorough knowledge of the policies, programs and functions of BAR, as well as sensitive issues. The incumbent performs tasks that require considerable independence, confidentiality, initiative, tact, and strong interpersonal and organizational skills. This position requires good work ethics, analytical skills, problem-solving skills, communication skills, maturity, and diplomacy. Must have working knowledge of Word and Excel. The incumbent is

required to travel throughout an assigned geographical area by various methods of transportation.

**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.)

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Employee Signature

Date

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Printed Name

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

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Supervisor Signature

Date

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Printed Name

**New: 1/2020**

## Department of Consumer Affairs

### Position Duty Statement

HR-041 (new 8/2019)

<b>Classification Title</b>	<b>Board/Bureau/Division</b>
Associate Governmental Program Analyst	Bureau of Automotive Repair
<b>Working Title</b>	<b>Office/Unit/Section / Geographic Location</b>
Field Operations Analyst	Field Operations and Enforcement Division / Hercules Field Office
<b>Position Number</b>	<b>Name and Effective Date</b>
646-151-5393-8XX	

**General Statement:** Under the direction of the Program Representative III (Supervisor), the Associate Governmental Program Analyst (AGPA) will perform complex analytical assignments and administrative support to a specific geographically located Field Operations & Enforcement (FOE) field office. The AGPA independently develops, analyzes, and maintains field office reports and statistics. The AGPA acts as the subject matter expert and point of contact for the Field Office regarding all integrated digital solutions/platforms used by Field Operations & Enforcement. The AGPA is responsible for leading field office related projects; researching, planning, organizing, and tracking to provide technical consultation and recommendations on field office operational matters. Duties include, but are not limited to, the following:

A. SPECIFIC ASSIGNMENTS [Essential (E) / Marginal (M) Functions]

**40% Field Operations and Enforcement Activity Reports / Workload Management (E)**

Independently gather, evaluate, analyze, and monitor Program Representative's reported individual workload activity and tabulate into field office composite for submittal to Field Operations Headquarters (HQ) at end of month (EOM). Ensure field office work products are complete, properly named, compiled and digitally uploaded for reconciliation. Reconcile the total and completed work product of the field office to ensure the reported, recorded, and submitted numbers match and are accurate prior to submittal to HQ. (15%)

Extract, evaluate, and analyze complex office activity reports from multiple digital platforms as it relates to Automotive Repair and Smog Check programs, complaint and formal investigations, allegation trends, and overall cycle times. Employ effective tracking mechanisms for field office enforcement data such as; enforcement workload, complaint aging, citations, and inspection and investigation statistics utilizing spreadsheets and other appropriate resources. Advise and make recommendations to management in the gathering and tabulating of statistical workload data for the office. (10%)

Independently create weekly reports reflecting investigations pending, open age investigative report, closed investigative report and analyze data by each Program Representative within the office to ensure Department of Consumer Affairs (DCA), Bureau of Automotive Repair (BAR) performance measures are being maintained. Identify and calculate data on investigative performance outside program standards. Provide weekly reports to management. (10%)

Analyze and establish crucial timelines during investigations and administrative case filings, calculate timeframes during events, and provides continuous maintenance and necessary updates to support changing status of formal investigations. Use multiple integrated digital solutions for monitoring. (5%)

**35% Case Management / Tracking (E)**

Review complaint investigation reports, investigative cases, and analyze complaint and case elements in relation to violations charged for appropriateness and accuracy. Ensure

consumer allegations have been addressed in investigative reports. Process investigative cases for submittal to the Program Manager. Update centralized tracking mechanisms in SharePoint for investigations, probation monitoring, and documented vehicle job orders (DVJO). Provide input, data, and recommendations to management.

Maintain any additional office tracking systems for complaints, inspections, and Unlicensed / Delinquent activity.

**15% Subject Matter Expert for the Field Office (E)**

Serve as the subject matter expert and point of contact for all digital solutions/platforms used within the field office. Provide training to FOE field office staff regarding the use and performance of all digital solutions/platforms.

Act as the liaison between BAR HQ management and the field office staff regarding reporting inquiries and accuracy of field office statistics recorded and maintained across multiple integrated digital solutions to ensure data reporting accuracies.

Act as the lead analyst and analytical consultant on special projects for the field office. In cooperation with other assigned staff, ensures that projects are completed timely, accurately, and meet management expectations.

**10% Administrative Support (M)**

Consult with consumers and licensees and address inquiries via telephone and in person.

Prepare analytical and confidential correspondence.

B. Supervision Received

The incumbent works under the direction of the Program Representative III (Supervisor) but may receive direction from the Program Manager I or Program Manager II within the Field Operations and Enforcement Division.

C. Supervision Exercised

NONE

D. Administrative Responsibility

NONE

E. Personal Contacts

The incumbent has daily contact with Bureau employees, licensees, representatives from other state agencies, industry representatives, and the general public.

F. Actions and Consequences

Inability to accurately and efficiently carry out the duties as outlined will negatively impact the operational needs of the field office, the validity of information being provided to field office management and Headquarters, and the integrity of the Bureau and Department.

G. Functional Requirements

The incumbent works 40 hours per week in an office setting with artificial light and temperature control. The ability to use a personal computer and telephone is essential. The incumbent must be able to frequently remain in a stationary position at a workstation throughout the day and must occasionally position self to perform a variety of tasks including retrieval of files. The incumbent must be able to effectively communicate.

H. Other Information

The incumbent must independently utilize a variety of analytical techniques to identify and resolve difficult problems. Thorough knowledge of the policies, programs and functions of BAR, as well as sensitive issues. The incumbent performs tasks that require considerable

independence, confidentiality, initiative, tact, and strong interpersonal and organizational skills. This position requires good work ethics, analytical skills, problem-solving skills, communication skills, maturity, and diplomacy. Must have working knowledge of Word and Excel. The incumbent is required to travel throughout an assigned geographical area by various methods of transportation.

**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.)

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Employee Signature

Date

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Printed Name

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

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Supervisor Signature

Date

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Printed Name

**New: 1/2020**