General Statement: Under the direction of the Staff Services Manager I, the Associate Governmental Program Analyst (AGPA) performs the analytical and technical work associated with test center operations, examination security and examination misconduct. The AGPA independently works with management, CSLB staff and other agencies regarding test center policies and procedures. Occasional travel is required. Duties include but are not limited to, the following:

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

40% Test Center Operations (E)
Independently review and analyze incident reports received from all of CSLB’s test centers in order to draft and prepare solutions to each incident report. Provide management with recommendations to prevent future incidents from reoccurring. Develop and maintain database to track incident reports received from each test center. Gather information on incident trends. Implement tracking system for repetitive incidents. Compile data regarding trends in incidents occurring in statewide test centers and prepare reports to management. Compile incident data and create monthly statistical reports to management. Close out incident reports and categorize reports by incident types. Inform units affected by incident report, if necessary. Serve as liaison between the examination Administration Unit (EAU) and the Office of Information Technology and submit all computer-related issues through a ticketing system. (30%)

Gather denial information and prepare denial reports for Enforcement Unit. Report incidents to management for follow up. Prepare evidence for disciplinary action. Provide solutions to management. Hire and approve payment of expert witnesses. Correspond with the Attorney General’s office on administrative hearing preparation. Serve as an expert witness with the Deputy Attorney General. (5%)

Evaluate workload of all of CSLB’s test centers and provide suggestions to management. Schedule translator exam dates based on demand on individual test centers that least impacts non-translator exam wait time for candidates. Rearrange workload for maximum unit efficiency. Ensure proctor coverage for all test centers. Provide recommendations on assignments for test center staff. Prepare reports for management’s review regarding test center workload and staffing for exams. (5%)

20% Policies and Procedures (E)
Research policy changes and update the Testing Division on policy and regulation requirement changes within DCA, CSLB, Americans with Disabilities Act (ADA) and California law that impact test center. Design and implement procedures to remain in
compliance with laws and regulations. Develop procedure and policy revision in concert with management, based on legislation, regulations and DCA policy. Gather statistics and prepare management report as required. Assist with updates to procedure manuals.

Receive ADA requests and determine how to accommodate each request. Provide recommendations to CSLB management regarding solutions to trends in ADA requests. Develop internal procedures for common ADA requests in statewide test centers.

**20% Training Coordinator (E)**

Serve as training coordinator for quarterly staff trainings. Research and gather information on up to date topics; develop training schedule, training guides and manuals. Create computer-based presentations for new training programs. Ensure topics and training guides are compliant with DCA polices. Arrange travel and hotel accommodations for all staff. Procure travel contract exemptions. Reserve meeting locations for quarterly trainings.

Develop and administer surveys to measure the effectiveness of training. Implement suggestions/recommendations for future trainings.

**15% Program Logistics & Implementation (E)**

Serve as a liaison between DCA / CLSB’s Business Services Offices and statewide testing centers regarding facility leases and contracts; changes, improvements, and furniture orders; delivery and setup; and security guard contracts. Track and report test center facility maintenance. Develop and oversee inventory and purchasing tracking and reporting systems for all test centers.

Conduct test center visits and evaluate operations. Draft justifications for recommendations on program improvement using data and conclusions provided in program evaluations. Identify alternative solutions for program issues and make recommendations to management. Implement improvements to various CSLB programs and operations.

**5% Miscellaneous (M)**

Assist management with overseeing special projects and work as a lead analyst in the unit to ensure projects and deadlines are completed timely and meet management expectations.

B. **Supervision Received**

The AGPA is under the direction of the Staff Services Manager I, but may receive assignments from the Supervising Personnel Selection Consultant or other Board management.

C. **Supervision Exercised**

None

D. **Administrative Responsibility**

None

E. **Personal Contacts**

The incumbent independently works and consults with management, DCA and CSLB staff regarding policies and procedures related to the EAU.
F. Actions and Consequences
The incumbent utilizes a substantial amount of judgment and discretion when conducting testing center audits. Must maintain professional demeanor and attitude to evaluate staff and convey sensitive information to management. Lack of attention to procedural or security issues at the CSLB's testing centers could result in possible adverse effects on the public, such as discrimination against specific groups, unequal treatment of applicants, and/or poor customer service. Security breaches of confidential information could result in lawsuits and significant costs for the CSLB.

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. Movement is consistent with office work and requires the incumbent to frequently remain in a stationary position and move about inside the office. The incumbent is required to occasionally position self to move up to 20 pounds. This position requires occasional in-state travel for training.

H. Other Information
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 1st, 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

____________________________________________________________________________
Employee’s Printed Name, Associate Governmental Program Analyst

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, Staff Services Manager I

Approved by OHR (CM): 11/2019