

State of California - Department of Social Services

DUTY STATEMENT

EMPLOYEE NAME:

CLASSIFICATION:

Staff Services Analyst

POSITION NUMBER:

800-649-5157-910

DIVISION/BRANCH/REGION: (UNDERLINE ALL THAT APPLY)

Administration/Management and Staff Services Branch

BUREAU/SECTION/UNIT: (UNDERLINE ALL THAT APPLY)

Administrative Services Bureau/ Forms Mgmt.

SUPERVISOR'S NAME:

Linda Williams

SUPERVISOR'S CLASS:

Staff Services Manager I

SPECIAL REQUIREMENTS OF POSITION (CHECK ALL THAT APPLY):

- Designated under Conflict of Interest Code.
- Duties require participation in the DMV Pull Notice Program.
- Requires repetitive movement of heavy objects.
- Performs other duties requiring high physical demand. (Explain below)
- None
- Other (Explain below)

I certify that this duty statement represents an accurate description of the essential functions of this position.

I have read this duty statement and agree that it represents the duties I am assigned.

SUPERVISOR'S SIGNATURE

DATE

EMPLOYEE'S SIGNATURE

DATE

SUPERVISION EXERCISED (Check one):

- None Supervisor Lead Person Team Leader

FOR SUPERVISORY POSITIONS ONLY: Indicate the number of positions by classification that this position DIRECTLY supervises.

Total number of positions for which this position is responsible:

FOR LEADPERSONS OR TEAM LEADERS ONLY: Indicate the number of positions by classification that this position LEADS.

MISSION OF ORGANIZATIONAL UNIT:

The Forms Management Unit (FMU) mission is to manage and maintain the Department's forms catalog and administer the County Letter Process (CLP) automated system. The FMU processes requests for printing, graphic arts, county letter publishing, electronic distribution, and forms design. This includes all Departmental forms and/or any forms used by counties or the public. The FMU reviews forms to ensure they do not duplicate the function of existing forms and they adhere to Departmental guidelines. The FMU is the control point for disseminating information that affects program policies and operating procedures to the county welfare departments.

CONCEPT OF POSITION:

Under the direct supervision of the Staff Services Manager I (SSM I), the Staff Services Analyst (SSA) performs work of average difficulty in a wide variety of consultative and analytical staff services assignments in FMU, which includes, but are not limited to: providing support in area of CLP automated system; editing and designing forms; conducting electronic distribution; printing forms; reviewing and editing documents for online publishing; and maintaining the database.

A. RESPONSIBILITIES OF POSITION:

40% Provides support in the electronic distribution of Departmental announcements, online publishing of letters, notices and general correspondence. Researches, identifies, and troubleshoots issues associated with the processing of electronic distribution and publishing requests. Responds to inquiries specific to information posted on the Internet from the general public, Departmental staff, and other government agencies. Coordinates with the technical support personnel in designing, administering, and maintaining databases. Monitors and responds to inquiries related to CLP Training and the CLP Support inbox. Updates the database. Researches and performs problem solving analysis on CLP issues and reports finding to management. Works closely with management and CLP stakeholders and identifies solutions. Participates on automation projects and conducts oral presentations pertaining to FMU.

35% Evaluates requests to revise existing forms and publications. Analyzes the design specifications of a form to ensure compliance with the State Administrative Manual (SAM), postal regulations, and state and federal mandates. Revises forms including, but are not limited to: updating the Department's program areas; updating the layout and format; and eliminating the unnecessary duplication and/ or creation of forms. Prepares documents for print automation. Manages forms inventory located at the Department's Warehouse. Consults with program coordinators and the Language Services Unit staff to establish and maintain consistency of the electronic forms and procedures. Determines, prepares, and ensures documents are properly formatted to meet web accessibility. Develops and maintains Departmental web pages for Departmental forms using web-manager software. Publishes prepared forms and publications on the Department's websites. Communicates information regarding new, revised, and obsolete forms electronically to appropriate agencies.

15% Serves as a liaison in meeting the needs of the Department to ensure the most efficient, economical design, and manufacturing processes are utilized. Ensures the forms meet the standards and policies set forth in the SAM, the Department's Administrative Manual and the reproduction standards from the Department of General Services. Serves as the liaison between Office of State Publishing (OSP) and divisional programs during the process of print job orders. Maintains files on all print jobs sent to OSP. Participates in work groups to develop and implement changes to improve current and future automation systems and processes. Revises and updates electronic customer listings in the system.

5% Performs administrative duties including, but not limited to: adheres to the Department's policies, rules and procedures; submits administrative request including leave, overtime, travel and training in a timely and appropriate manner; accurately reports time and submits timesheets by the due date; and attends meetings or functions. Provides desktop publishing coverage support in absence of the in-house graphic designer.

5% Performs other related duties to support FMU.

B. SUPERVISION RECEIVED:

The SSA reports directly to and receives majority of the assignments from FMU's SSM I; however, direction and assignments may also come from the Chief of the Management and Staff Services Branch and the Chief of the Administrative Services Bureau. Completed projects and tracking records are reviewed and approved by the supervisor for accuracy, completeness, and consistency.

C. ADMINISTRATIVE RESPONSIBILITY:

NONE

D. PERSONAL CONTACTS:

The SSA interacts with all levels within the Department, state, and federal control agencies on a regular basis.

E. ACTIONS AND CONSEQUENCES:

It is essential the SSA have excellent decision-making skills. Failure to effectively perform the duties of the SSA position could result in Departmental revenue loss and adversely impact Departmental staff, state, and federal control agencies, counties, and/or public and public. Since the cost savings are critical to the Department, it is essential for the SSA to have the ability to provide timely customer service and meet multiple and tight deadlines.

F. OTHER INFORMATION:

The SSA must have extensive knowledge and experience using computer software for desktop publishing to design and edit documents. The knowledge of the printing process is desired. The SSA must have the ability to provide excellent customer service, manage time effectively, multi-task in order to meet tight deadlines, be organized, and create documents which are compliant with the American Disabilities Act.

State of California - Department of Social Services

DUTY STATEMENT

EMPLOYEE NAME:

CLASSIFICATION:

Associate Governmental Program Analyst

POSITION NUMBER:

800-649-5393-910

DIVISION/BRANCH/REGION: *(UNDERLINE ALL THAT APPLY)*

Administration/Management and Staff Services Branch

BUREAU/SECTION/UNIT: *(UNDERLINE ALL THAT APPLY)*

Administrative Services Bureau/ Forms Mgmt.

SUPERVISOR'S NAME:

Linda Williams

SUPERVISOR'S CLASS:

Staff Services Manager I

SPECIAL REQUIREMENTS OF POSITION *(CHECK ALL THAT APPLY)*:

- Designated under Conflict of Interest Code.
- Duties require participation in the DMV Pull Notice Program.
- Requires repetitive movement of heavy objects.
- Performs other duties requiring high physical demand. *(Explain below)*
- None
- Other *(Explain below)*

I certify that this duty statement represents an accurate description of the essential functions of this position.

I have read this duty statement and agree that it represents the duties I am assigned.

SUPERVISOR'S SIGNATURE

DATE

EMPLOYEE'S SIGNATURE

DATE

SUPERVISION EXERCISED *(Check one):*

- None Supervisor Lead Person Team Leader

FOR SUPERVISORY POSITIONS ONLY: Indicate the number of positions by classification that this position DIRECTLY supervises.

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MISSION OF ORGANIZATIONAL UNIT:

The Forms Management Unit (FMU) mission is to manage and maintain the Department's forms catalog and administer the County Letter Process (CLP) automated system. The FMU processes requests for printing, graphic arts, county letter publishing, electronic distribution, and forms design. This includes all Departmental forms and/or any forms used by counties or the public. The FMU reviews forms to ensure they do not duplicate the function of existing forms and they adhere to Departmental guidelines. The FMU is the control point for disseminating information that affects program policies and operating procedures to the county welfare departments.

CONCEPT OF POSITION:

Under the direction of the Staff Services Manager I (SSM I), the Associate Governmental Program Analyst (AGPA) performs the more responsible, varied, and complex technical analytical staff services assignments in FMU and provides consultative services to management and stakeholders, which includes, but are not limited to: providing support in the areas of CLP automated system; editing and designing forms, conducting electronic distribution; printing forms; reviewing and editing documents for online publishing; and maintaining the database.

A. RESPONSIBILITIES OF POSITION:

40% Independently, evaluates requests to create difficult/complex and high priority forms and publications by utilizing HTML coding and JavaScript, creating hidden text, developing complex calculations, and creating heavy fillable fields. Analyzes the design specifications of a form to ensure compliance with the State Administrative Manual (SAM), postal regulations, and the state and federal mandates. Develops forms to include the changes from the Department's program areas and ensure the forms meet all layout and format guidelines. Eliminates the unnecessary duplication and/or creation of forms. Prepares documents for print automation and manages forms inventory located at the Department's Warehouse. Consults with program coordinators and the Language Services Unit staff to establish and maintain consistency of the electronic form procedures. Determines, prepares and ensures documents are properly formatted to meet web accessibility. Develops and maintains Departmental web pages for Departmental forms using web-manager software. Publishes prepared forms and publications on the Department's websites. Corresponds information about new, revised and obsolete forms electronically to appropriate agencies. Participates on automation projects and oral presentations pertaining to FMU.

35% Independently, provides support in the electronic distribution of Departmental announcements, online publishing of letters, notices and general correspondence. Researches, identifies, and troubleshoots issues associated with the processing of electronic distribution and publishing requests. Responds to inquiries specific to information posted on the Internet from the general public, Departmental staff and other government agencies. Coordinates with the technical support personnel in administering and maintaining databases. Monitors the CLP automated system support inbox and responses to inquiries. Researches and performs problem analysis on CLP issues. Monitors CLP to identify areas affecting the process and requiring attention. Develops and proposes recommendations to management and stakeholders and implements the recommendations. Monitors and analyses the progress and reports updates to management and stakeholders. Provides technical direction to stakeholders and support to ensure the uninterrupted and expeditious flow of departmental letters.

15% Serve as a liaison in meeting the needs of the Department to ensure the most efficient, economical design, and manufacturing processes are utilized. Ensures the forms meet the standards and policies set forth in the SAM, the Department's Administrative Manual and the reproduction standards from the Department of General Services. Serves as the liaison between Office of State Publishing (OSP) and divisional programs during the process of print job orders. Maintains files on all print jobs sent to OSP. Participates in work groups to develop and implement changes to improve current and future automation systems and processes. Revises and updates electronic customer listings in the system.

5% Performs administrative duties including, but not limited to: adheres to the Department's policies, rules and procedures; submits administrative request including leave, overtime, travel and training in a timely and appropriate manner; accurately reports time and submits timesheets by the due date; and attends meetings or functions. Provides desktop publishing coverage support in absence of the in-house graphic designer.

5% Perform other duties pertaining to FMU.

B. SUPERVISION RECEIVED:

The AGPA reports directly to and receives majority of the assignments from FMU's SSM I; however, direction and assignments may also come from the Chief of the Management and Staff Services Branch and the Chief of the Administrative Services and Forms Management Bureau. Completed projects and tracking records are reviewed and approved by the supervisor for accuracy, completeness, and consistency.

C. ADMINISTRATIVE RESPONSIBILITY:

NONE

D. PERSONAL CONTACTS:

The AGPA interacts with all levels within the Department, state, and federal control agencies on a regular basis.

E. ACTIONS AND CONSEQUENCES:

F. OTHER INFORMATION: