

Current Proposed

Classification Title Associate Government Personnel Analyst (AGPA)	Division/Unit Benefits Division/Projects and Compliance
Working Title Open Enrollment Project Analyst	IT Domain (if applicable)
Position Number 363-570-5393-003	Effective Date
Name	Date Prepared June 12, 2022

CalHR Mission and Vision

The California Department of Human Resources (CalHR) is responsible for issues related to employee salaries and benefits, job classifications, civil rights, training, exams, recruitment and retention. For most employees, many of these matters are determined through the collective bargaining process managed by CalHR.

Our Vision: To be the premier leader and trusted partner in innovative human resources management.

Our Mission: To provide exceptional human resources leadership and services with integrity, respect and accountability to state departments and all current and prospective employees.

CalHR Benefits Division

The CalHR Benefits Division is responsible for the design, acquisition, and oversight of the statewide employee benefit programs. This includes dental, vision, flexible spending accounts, wellness, retirement, life, long-term disability, legal insurance, state owned housing, and other statewide benefit programs. Through effective stakeholder collaboration and partnerships, the Division ensures state employees, retirees and their eligible dependents have access to competitive, quality and affordable benefits. This enables the state, as an employer, to offer optimal benefits packages for recruiting and contributes to maintaining a top-performing workforce.

General Statement

Under the direction of the Benefits Projects and Compliance Staff Services Manager I (SSM I), the Associate Government Personnel Analyst (AGPA) is responsible for performing complex duties related to the administration of the state's benefits programs primarily, but not limited to the Projects and Compliance section ensuring alignment with the CalHR and Benefits Division mission, vision, values and goals. Benefits projects and programs administered include: The Statewide Annual Open Enrollment project and the Dependent Reverification Program.

Job Functions

[Essential (E) / Marginal (M) Functions]:

Percentage (%)	(E) or (M)	Job Duties

40%	(E)	<p>Consultation, Compliance and Customer Service Responsible for providing the highest-level of analytical support and independence, providing excellent customer service to the assigned tasks and projects which include, but are not limited to: The California State Payroll System (CSPS) Project, Annual Open Enrollment Project, Open Enrollment Process Improvement Project, Benefits Calculator, and the Virtual Open Enrollment Benefits Fair. Provides benefit program technical expertise to the administration of the state benefit programs for the Open Enrollment and CSPS project. Ensures the development of the project documents, work plans, procedures, and timelines are completed and adhered to. Lead internal project meetings and develop meeting materials. Creates various means of communication to be distributed to state departments, employees, and retirees. Partners with internal and external stakeholders, to enhance, strengthen and expand the effectiveness and efficiency of the open enrollment project.</p>
35%	(E)	<p>Process Improvement Remains abreast of benefit program industry standards, analyzing sensitive and complex data to measure effectiveness. Conducts data gathering, best practice research, and process mapping. Share process improvement recommendations with process owners to obtain leadership and stakeholder feedback and buy-in. Leads open enrollment process improvement initiatives to support the CSPS project and transform to a self-service and data-driven culture with efficient and effective open enrollment process and procedures. Participates in innovation discussions on Benefits Division and CSPS Project processes. Identifies and implements performance metrics to appropriately track, trend, report and account for the Section's operations and workload to support dashboard reporting and CSPS Project requirements. Independently tracks routine workload items and provides status updates to management. Provides project updates to Benefits Division staff.</p>
10%	(E)	<p>Stakeholder Engagement Delivers superior customer service and actively engages with stakeholders, providing general program advice and consultation to enhance, strengthen and clarify policies and processes within the assigned benefit programs. Reviews and updates benefit program materials for open enrollment and the CSPS Project. Maintains and updates program information on websites to ensure content consistency and accuracy. Disseminates information regarding laws, regulations, and requirements to departmental personnel, accounting offices, and the State Controller's Office (SCO). Maintains organized and confidential documents and reports in various filing systems. Provide benefit program technical expertise in settings including but not limited to, meetings, workgroups, training, collective bargaining, and CSPS Project initiatives.</p>
10%	(E)	<p>Training Provides training to departmental personnel offices on assigned benefit program policies and procedures, and CSPS Project information. Identifies applicable training needs to address the program gaps of departmental personnel offices. Communicates benefit program issues and updates to departmental personnel offices at various forums as needed (e.g., Personnel Ad Hoc, Transactions Supervisors' Forum and CSPS Project meetings). Facilitates and</p>

		updates Benefits Administration Manual Training for departmental personnel offices.
5%	(M)	<p>Other Duties as Assigned</p> <p>Performs other duties as required consistent with division needs. Provides technical and analytical support to project teams and other committees as assigned (e.g. Open Enrollment, Web Team). Responsible for the processing of monthly invoices and other reports. Provides training to Benefits Division staff on committee and project updates.</p>

Supervision Received

The Associate Governmental Program Analyst reports directly to the Staff Services Manager I however, assignments will also come from the Staff Services Manager II, other Benefits Division Managers and/or the Division Chief.

Supervision Exercised

None.

Special Requirements / Desirable Qualifications

The successful Associate Governmental Program Analyst actively pursues development in the following areas:

- Interpersonal skills – collaboration, teamwork, practices conflict resolution, adaptability, resilience, and helping behaviors.
- Communication skills – clear and concise in verbal and written work, effective presentation skills, meeting facilitation skills, tact, applies critical and forward-thinking skills and the ability/skill to achieve buy-in and engage customers.
- Dependability –meets deadlines, follow established departmental procedures, and manages time and schedule effectively.
- General business acumen – honest, ethical, systemic thinking, thoughtfully decisive, and conscientious.

Working Conditions

The duties of this position provide telework opportunities, including the ability to work partially remote. When onsite, duties are performed indoors at 1515 “S” Street building and is equipped with standard or ergonomic office equipment, as appropriate. This model is subject to change based on operational needs. Travel may be required to attend meetings or training classes.

Attendance

Must maintain regular and acceptable attendance at such level as is determined at the Department’s sole discretion. Must be regularly available and willing to work the hours the Department determines are necessary or desirable to meet its business needs.

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 RA Coordinator.)

*A Reasonable accommodation is any modification or adjustment made to a job, work environment, or employment practice or process that enables an individual with a disability or

medical condition to perform the essential functions of their job or to enjoy an equal employment opportunity.

Duties of this position are subject to change and may be revised as needed or required.

Employee Signature	Employee Printed Name	Date

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	Supervisor Printed Name	Date