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.

General Statement

CalHR’s Benefits Division administers the statewide benefit plans for employees, retirees and eligible dependents designed to support the State in attracting and retaining a qualified workforce. This includes dental, vision, FlexElect, employee counseling, wellness, employee recognition, life insurance, long-term disability, and legal insurance. In addition, the Division oversees the State’s master agreement for workers’ compensation and advises the Director on the CalPERS pension and health plans, and benefit policy topics related to bargaining, legislation and benefit purchasing alternatives.

Under the general direction of the Staff Services Manager II, the Associate Governmental Program Analyst assists in the development, administration and oversight of the state’s benefits programs as a member of the Customer Service and Support Unit, ensuring alignment with the CalHR and Benefits Division mission, vision, values and goals. The Unit is responsible for the administration and support of the following programs: dental, FlexElect, COBRA, vision, pre-tax parking, life insurance, long-term disability, legal insurance and workers’ compensation.

The Unit is responsible for providing centralized statewide support through service-oriented functions to ensure statewide compliance with the rules, regulations, and procedures pertaining to CalHR benefit programs. This includes timely acknowledgement of inquiries, processing of program appeals and claims, and engaging with stakeholders through daily interaction with departmental personnel offices, carriers, vendors, and both internal and external stakeholders.

This position is responsible for administering the assigned benefits programs, ensuring a high level of customer service and establishing priorities for the programs.

Duties include but are not limited to:
# Job Functions

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

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<thead>
<tr>
<th>Percentage (%)</th>
<th>(E) or (M)</th>
<th>Job Duties</th>
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<tbody>
<tr>
<td>45%</td>
<td>(E)</td>
<td><strong>Program and Contract Management</strong>&lt;br&gt;Maintains the highest level of customer service standards by providing guidance and direction on the resolution of inquiries and appeals, ensuring accurate and timely responses. Assigned programs may include the statewide dental, vision, COBRA, FlexElect, pre-tax parking, life insurance, long-term disability, and legal insurance programs. Actively engages with internal and external stakeholders, partners, vendors, carriers, customers, personnel officers and departmental officials on various program issues to enhance, strengthen and expand the assigned programs within the Unit. Assists with the development and presentation of recommendations to management and executive staff on a variety of critical issues which affect the operation of the programs. Collaborates with team members to research and write reports and memos on technical issues, as needed. Independently researches and coordinates communication responses and renders decisions consistent with applicable laws, regulations, and bargaining agreements. Remains current regarding benefit program trends and business administration practices. Supports the collective bargaining process by drafting proposals and providing technical expertise. Updates program trackers and reports. Responsible for the oversight and management of contracts for assigned programs, provides assistance with Requests for Proposal and Requests for Information, participates in the bid process as needed, and makes recommendations on the award of contracts, contract renewals and amendments. Monitors vendor performance guarantees, program development, utilization and expenditures.</td>
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<tr>
<td>20%</td>
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<td><strong>Research and Analysis</strong>&lt;br&gt;Researches and analyzes laws, regulations, policies and program data to ensure program compliance. Identifies program issues, patterns and trends, and formulates technical reports and recommendations for corrective actions. Develops and presents recommendations on a variety of critical decisions affecting operation of the assigned programs. Collaborates with team members in the implementation of recommended policy changes. Analyzes Government Code, policies, procedures and feasibility studies to identify alternatives to current benefit designs and policy practices. May research and analyze legislation and prepare bill analyses, formulating recommendations in alignment with the stated goals of the Administration and the best interest of the statewide employee benefit programs. Develops and updates processes and operating procedures associated with program changes, including the promulgation of new regulations. Researches, identifies and drafts proposed updates to current laws, rules, policies, and memorandum of understanding that could be impacted by the CSPS project.</td>
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| 20% | (E) | **Stakeholder Engagement**  
Establishes positive working relationships with internal and external customers and stakeholders, including departmental coordinators, management, executive staff, state employees and vendors with the goal of effectively communicating the purpose and basis for benefit program policies and procedures. Provides program information to department personnel office professionals and other stakeholders. Updates program materials, manuals, guidelines and websites. Prepares communications and correspondence as needed, including issue papers, memos and legal opinion requests. Reviews and updates assigned benefit program training materials. Attends and facilitates meetings with internal and external stakeholders, including the preparation of program presentations. Ensures the CSPS Project solution meets requirements that enable CalHR to effectively administer the state’s workers’ compensation program. |
|------|-----|---|
| 10% | (E) | **Policy Compliance and Development**  
Conducts research and analysis of IRS regulations, government codes, policies and procedures to ensure compliance. Collaborates with team members to evaluate, plan and develop policies. Adheres to established business policies, practices and processes. Develops and updates operating procedures to ensure program consistency and continuity. |
| 5% | (M) | **Other Duties**  
Performs other duties as required consistent with division needs, including participating in open enrollment project initiatives. |

**Supervision Received**
The Associate Governmental Program Analyst reports directly to and receives the majority of assignments from the Staff Services Manager II; however, direction and assignments may also come from other Benefits Division Managers and/or the Division Chief.

**Supervision Exercised**
None.

**Special Requirements / Desirable Qualifications**  
**Benefits Division Technical Core:**
The successful Associate Governmental Program Analyst actively pursues development in the following areas:

- Interpersonal skills – conflict resolution, effective team behavior, adaptability, resilience and helping behaviors
- Communication skills – clear and concise verbal and written skills, presentation skills, meeting facilitation skills, and the ability/skill to engage customers
- Dependability – meets deadlines, follows established Benefits Division 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 are performed indoors. The employee’s workstation is located at 1515 “S” Street building and is equipped with standard or ergonomic office equipment, as appropriate. 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.

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**Program and Contract Management**

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### Research and Analysis

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