DUTY STATEMENT

Employee Name: 
Position Number: 580-410-5393-909

Classification: 
Associate Governmental Program Analyst

Tenure/Time Base: 
Limited Term/Full Time

Working Title: 
Public Request Act Coordinator

Work Location: 1616 Capitol Avenue Sacramento CA, 95814

Collective Bargaining Unit: 
R01

Position Eligible for Telework (Yes/No): Yes

Center/Office/Division: 
Center for Infectious Diseases /Division Communicable Disease Control

Branch/Section/Unit: 
Division Office/Program Support Section

All employees shall possess the general qualifications, as described in California Code of Regulations Title 2, Section 172, which include, but are not limited to integrity, honesty, dependability, thoroughness, accuracy, good judgment, initiative, resourcefulness, and the ability to work cooperatively with others.

This position requires the incumbent to maintain consistent and regular attendance; communicate effectively (orally and in writing) in dealing with the public and/or other employees; develop and maintain knowledge and skill related to specific tasks, methodologies, materials, tools, and equipment; complete assignments in a timely and efficient manner; and, adhere to departmental policies and procedures.

All California Department of Public Health (CDPH) employees perform work that is of the utmost importance, where each employee is important in supporting and promoting an environment of equity, diversity, and inclusivity, essential to the delivery of the department’s mission. All employees are valued and should understand that their contributions and the contributions of their team members derive from different cultures, backgrounds, and life experiences, supporting innovations in public health services and programs for California.

Competencies

The competencies required for this position are found on the classification specification for the classification noted above. Classification specifications are located on the California Department of Human Resource’s Job Descriptions webpage.

Job Summary

This position supports the California Department of Public Health’s (CDPH) mission and strategic plan by protecting the public’s health by strengthening foundational public health and health care infrastructure at the State and local level.

The Associate Governmental Program Analyst (AGPA) will serve as the primary point of all Public Request Act (PRA) requests. Functions as the lead PRA liaison for DCDC and coordinates and responds to all pertinent inquiries from public and private entities. Develops and updates Division policy guidelines and recommendations for public record requests.

The incumbent works under the direction of the Staff Services Manager II within the Program Support
Section.

**Special Requirements**

- Conflict of Interest (COI)
- Background Check and/or Fingerprinting Clearance
- Medical Clearance
- Travel:
  - Bilingual: Pass a State written and/or verbal proficiency exam in
- License/Certification:
- Other:

**Essential Functions (including percentage of time)**

50% Independently analyzes, researches, and responds to difficult, sensitive, and high priority correspondence from members of the public, businesses, and government agencies. Accurately identifies and enters complaint information into CDPH PRA Tracking System. Coordinate and advise on all DCDC PRA requests that received from members of the public through CDPH PRA Tracking System or by mail, email, or fax including private law firms, student researchers, private businesses, stakeholder groups, and media agencies. Frequently consults with legal staff to determine correct handling of correspondence and drafts original response letters that must be legally and technically accurate and well written.

20% Oversees and provides technical assistance to other DCDC staff who assist with PRA fulfillment within the Division office and DCDC programs. Identifies sensitive and high-profile PRA’s to ensure appropriate and timely processing, including consultation with DCDC legal counsel within Office or Legal Services, CDPH Privacy Office, or the CDPH Information Security Officer. Develops PRA responses within mandated timeframes and correspond with members of the public. Develops and updates PRA training materials and guidance documents. Drafts new standardized response letters as needed.

15% Identifies and produces hard copy and electronic records of complaints. Prepares reports and spreadsheets documenting complaints and violations for historical reference. Researches and responds to PRA requests in consultation with legal staff. Assists Office of Legal Services staff with constituent requests, provides data in support of legislation.

10% Coordinate between Office of Legal Services and Accounting to streamline a payment process for incoming requests. Work with program liaisons to obtain all appropriate back up payment documentation. Respond to customer inquiries to resolve discrepancies in payments or document balances. Keep track of all payments and maintain historical records. Continue to improve the payment process, as needed.

**Marginal Functions (including percentage of time)**

5% Performs other related AGPA duties as required. Assists with other team members’ processing workloads and special projects whenever appropriate and practical.
I certify this duty statement represents an accurate description of the essential functions of this position. I have discussed the duties and have provided a copy of this duty statement to the employee named above.

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**HRD Use Only:**
Approved By: AV

Date

8/26/2022