

# DUTY STATEMENT

ORGANIZATION (DIVISION/REGION/BOARD) Division of Financial Assistance	UNIT 550	POSITION # 880-550-5157-825	DATE June 2023
NAME OF EMPLOYEE (IF APPLICABLE) Vacant			
CURRENT CLASSIFICATION Staff Services Analyst		PROPOSED CLASSIFICATION (IF APPLICABLE)	
NAME OF SUPERVISOR Jaime Marotte			
CURRENT CLASSIFICATION OF SUPERVISOR Staff Services Manager I		REVIEWED AND APPROVED BY SIGNATURE	
SUPERVISION EXERCISED (IF APPLICABLE)			
1. DIRECTLY SUPERVISED		2. INDIRECTLY SUPERVISED	
NO. OF EMPLOYEES	CLASS TITLE	NO. OF EMPLOYEES	CLASS TITLE
DESCRIPTION OF DUTIES: SUMMARIZE THE REGULARLY ASSIGNED DUTIES OF THE POSITION, EXPLAIN MOST IMPORTANT DUTIES FIRST. LIST THE PORTION OF TIME BY PERCENTAGE IN LEFTHAND COLUMN, EXTRA SHEETS MAY BE ATTACHED.			
% OF TIME	DUTIES		
	Under the supervision of a Staff Services Manager I and consistent with good customer service practices and the goals of the State and Regional Board's Strategic Plan, the incumbent is expected to be courteous and provide timely responses to internal/external customers, follow through on commitments, and to solicit and consider internal/external customer input when completing work assignments. Specific responsibilities include:		
45%	Analyze, evaluate, and process the less complex examination, certification and/or renewal applications for compliance with established regulations. Interpret the less complex regulations to provide verbal and written responses to inquiries regarding requirements, deadlines, fees, notices, schedules, procedures, and complaints concerning denial of request. Guide applicants to bring inadequate applications into compliance. Coordinate with staff to prepare and send out monthly notifications. Upon receipt of request, provide utilities with listing of certified operators for recruitment purposes. Process daily deposit and provide to Accounting Office. Coordinate with computer-based testing contactor to update vendor and internal eligibility files, input operator examination results into database.		
15%	In collaboration with coordinating administration functions of examinations process which include any special accommodations for Americans with Disabilities Act (ADA) for computer-based testing (CBT), and incarceration requests.		
10%	Receive and manage records, as well as retain all Automated Clearing House (ACH)/Credit Card Transaction (CCT) online payments and applications. Enter and track all electronic payments into Office of Operator Certification (OOC) databases. Prepare letters of response for incorrect or insufficient fees and applications. Input, maintain, and update certification status within OOC databases. Aid with preparation of reports for use by Division management and budget analysis, to include payment details, and statistical information, as requested by management. Input information and maintain application information databases. Prepare and issue certifications. Receive,		

	manage, record, and retain payments, applications, and coursework/continuing education units.
10%	Analyze, evaluate, and provide final determination for examination, certification and renewal-applications, in compliance with established regulations. Interpret regulations to provide verbal and written responses to inquiries regarding requirements. Work with applicants to bring inadequate applications into compliance.
5%	Answer inquiries from certified operators, plant management, educational institutions, and other water and wastewater industry entities regarding requirements.
5%	Coordinate with staff and educational institutions the process of review, analysis and approval of educational courses submitted for examination, certification, and renewal approval. Coordinate with technical staff on approving water and wastewater agencies in-house training and seminars for operators. Maintain an accurate and current database of courses, instructors, tours, and speaking presentations that have been approved to meet educational requirements. Some travel may be required.
5%	Pull statistical and financial information from the database and spreadsheets that will be used in reports presented to the Advisory Committees. Assist with the coordination and preparation of the reports to Division of Financial Assistance (DFA) of the examination, certification, and renewal statistics.
5%	Perform other duties as required.
Employee Signature: _____ Date Signed: _____	

# DUTY STATEMENT

ORGANIZATION (DIVISION/REGION/BOARD) Division of Financial Assistance	UNIT 550	POSITION # 880-550-5157-064	DATE June 2023
NAME OF EMPLOYEE (IF APPLICABLE) Vacant			
CURRENT CLASSIFICATION Staff Services Analyst		PROPOSED CLASSIFICATION (IF APPLICABLE)	
NAME OF SUPERVISOR Valerie Gregory			
CURRENT CLASSIFICATION OF SUPERVISOR Staff Services Manager I		REVIEWED AND APPROVED BY SIGNATURE	
SUPERVISION EXERCISED (IF APPLICABLE)			
1. DIRECTLY SUPERVISED		2. INDIRECTLY SUPERVISED	
NO. OF EMPLOYEES	CLASS TITLE	NO. OF EMPLOYEES	CLASS TITLE
DESCRIPTION OF DUTIES: SUMMARIZE THE REGULARLY ASSIGNED DUTIES OF THE POSITION, EXPLAIN MOST IMPORTANT DUTIES FIRST. LIST THE PORTION OF TIME BY PERCENTAGE IN LEFTHAND COLUMN, EXTRA SHEETS MAY BE ATTACHED.			
% OF TIME	DUTIES		
	Under the supervision of a Staff Services Manager I and consistent with good customer service practices and the goals of the State and Regional Board's Strategic Plan, the incumbent is expected to be courteous and provide timely responses to internal/external customers, follow through on commitments, and to solicit and consider internal/external customer input when completing work assignments. Specific responsibilities include:		
45%	Analyze, evaluate, and process the less complex examination, certification and/or renewal applications for compliance with established regulations. Interpret the less complex regulations to provide verbal and written responses to inquiries regarding requirements, deadlines, fees, notices, schedules, procedures, and complaints concerning denial of request. Guide applicants to bring inadequate applications into compliance. Coordinate with staff to prepare and send out monthly notifications. Upon receipt of request, provide utilities with listing of certified operators for recruitment purposes. Process daily deposit and provide to Accounting Office. Coordinate with computer-based testing contactor to update vendor and internal eligibility files, input operator examination results into database.		
15%	In collaboration with coordinating administration functions of examinations process which include any special accommodations for Americans with Disabilities Act (ADA) for computer-based testing (CBT), and incarceration requests.		
10%	Receive and manage records, as well as retain all Automated Clearing House (ACH)/Credit Card Transaction (CCT) online payments and applications. Enter and track all electronic payments into Office of Operator Certification (OOC) databases. Prepare letters of response for incorrect or insufficient fees and applications. Input, maintain, and update certification status within OOC databases. Aid with preparation of reports for use by Division management and budget analysis, to include payment details, and statistical information, as requested by management. Input information and maintain application information databases. Prepare and issue certifications. Receive,		

	manage, record, and retain payments, applications, and coursework/continuing education units.
10%	Analyze, evaluate, and provide final determination for examination, certification and renewal-applications, in compliance with established regulations. Interpret regulations to provide verbal and written responses to inquiries regarding requirements. Work with applicants to bring inadequate applications into compliance.
5%	Answer inquiries from certified operators, plant management, educational institutions, and other water and wastewater industry entities regarding requirements.
5%	Coordinate with staff and educational institutions the process of review, analysis and approval of educational courses submitted for examination, certification, and renewal approval. Coordinate with technical staff on approving water and wastewater agencies in-house training and seminars for operators. Maintain an accurate and current database of courses, instructors, tours, and speaking presentations that have been approved to meet educational requirements. Some travel may be required.
5%	Pull statistical and financial information from the database and spreadsheets that will be used in reports presented to the Advisory Committees. Assist with the coordination and preparation of the reports to Division of Financial Assistance (DFA) of the examination, certification, and renewal statistics.
5%	Perform other duties as required.
Employee Signature: _____ Date Signed: _____	