

POSITION STATEMENT

1. POSITION INFORMATION	
CIVIL SERVICE CLASSIFICATION: Associate Governmental Program Analyst (AGPA)	WORKING TITLE: Strategic Planning, Innovation, and Implementation Lead Analyst
NAME OF INCUMBENT: <i>Click here to enter text.</i>	POSITION NUMBER: 280-355-5393-976
SECTION/UNIT: Performance Management/Strategic Planning, Innovation, and Implementation	SUPERVISOR'S NAME:
DIVISION: Unemployment Insurance (UI) Command Center	SUPERVISOR'S CLASSIFICATION: Staff Services Manager (SSM) I
BRANCH: Unemployment Insurance Branch (UIB)	REVISION DATE: 10/26/2023
Duties Based on: <input checked="" type="checkbox"/> Full Time <input type="checkbox"/> Part Time – Fraction _____ <input type="checkbox"/> Temporary – _____ hours	
2. REQUIREMENTS OF POSITION	
Check all that apply: <input type="checkbox"/> Conflict of Interest Filing (Form 700) Required <input type="checkbox"/> Call Center/Counter Environment <input checked="" type="checkbox"/> May be Required to Work in Multiple Locations <input checked="" type="checkbox"/> Requires Fingerprinting & Background Check <input type="checkbox"/> Requires DMV Pull Notice <input type="checkbox"/> Bilingual Fluency (<i>specify below in Description</i>) <input checked="" type="checkbox"/> Travel May be Required <input type="checkbox"/> Other (<i>specify below in Description</i>)	
Description of Position Requirements (<i>e.g., qualified Veteran, Class C driver's license, bilingual, frequent travel, graveyard/swing shift, etc.</i>):	
Frequent travel to the closest EDD UI Field Office or Sacramento Central Office for equipment exchange or as needed.	
3. DUTIES AND RESPONSIBILITIES OF POSITION	
Summary Statement (Briefly describe the position's organizational setting and major functions): Under the general direction of the SSM I, the AGPA independently performs complex and sensitive tasks to plan, organize, and complete strategic planning, innovation, and implementation activities for the UIB. The incumbent performs the more difficult and complex analytical and technical analyses for the UI Command Center Division (UICCD) pertaining to the strategic planning, innovation, and implementation activities associated with the UIB, including, but not limited to, the following: <ul style="list-style-type: none"> • Developing, analyzing, and reviewing UI workloads, quality assurance management, and technological initiatives; • Developing and reviewing process improvement initiatives related to UI workloads, technological enhancements, and quality assurance management; • Communicating with internal and external stakeholders and vendors regarding UI workloads, technological enhancements, and quality assurance management; • Coordination, partnership, and facilitation of workload, operational, and technological enhancements to support the UI Branch; • Developing, analyzing, and reviewing data and reporting key performance indicators and metrics for optimal workload and program performance; • Reviewing and monitoring workflows to optimize the performance of the UI program; 	

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- Participating in department-wide and UI Branch workgroups;
- Reviewing and developing presentations and reports;
- Providing training to field offices on workload and operational-related activities and issues;
- Acts as a lead liaison to support and facilitate inter-office, division, or branch-wide coordination efforts for strategic planning, innovation, and implementation activities

The incumbent works closely with staff and management from the UICCD, UI Northern Operations Division, UI Southern Operations Division, UI Integrity and Accounting Division, and UI Support Division and is responsible for the strategic analysis, planning analysis, workload analysis, and technological and operational innovation implementations; process improvement methodologies and strategies from a technical, operational, workload, and quality assurance management perspective for the UI Branch. The incumbent must have the ability to work in a fast-paced environment and possess strong communication skills (written and verbal), as they will be responsible for providing time-sensitive information to stakeholders across the UIB. The incumbent will develop strategic plans and implementation strategies related to workload, quality assurance management, and technological initiatives for the UI Branch, including, but not limited to, developing and maintaining workflow process improvements, technological, operational, and workload implementations, and innovations, developing strategic and project management plans, data analyses to identify and report on key performance indicators and metrics, and make recommendations based on procedures, policies, workflow models, to develop new approaches and develop recommendations/alternatives for future implementations. As a lead analyst, the incumbent maintains knowledge of the business environment, systems, and external factors/trends related to staffing allocations, resource planning, and workload needs. The incumbent performs lead research and analyses, acts as a Subject Matter Expert, and participates in and facilitates branch-wide workgroups and projects.

Percentage of Duties	Essential Functions
40%	<p>Performs the most complex and varied tasks and techniques to develop and analyze operational, technological, and workload data to strategically address, improve, and implement new initiatives to ensure Service Level Agreements (SLAs), key performance indicators, and metrics are achieved and UI Branch operations, workloads, and technologies are continuously improving. Utilizes effective communication to convey time-sensitive information and directives regarding status updates and changes/modifications of established workload operational and technological processes. Works directly with team members and members of management to monitor and develop workflow/process models, review existing policies and procedures, and process improvement methodologies/strategies, reports, data trends/data models, and input from internal and external customers in order to continuously assess and improve processes and procedures for the UI Branch.</p>
35%	<p>Independently works with other key stakeholders with the UIB, sharing information and coordinating activities; facilitating meetings, training, and workgroup discussions; and communicating with the UI Command Center's Strategic Planning, Innovation, and Implementation team members regarding modifications or new process initiatives associated with the UI Branch. Develops and reviews reports and data by making recommendations to optimize workflows by detecting trends and suggesting adjustments and improvements. Collaborates, facilitates, and leads meetings with team members, stakeholders, and vendors for strategic planning, innovation, and implementation activities. Develops and provides information on data trends/ models and data analysis/analytics for</p>

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Associate Governmental Program Analyst (AGPA)

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<input type="checkbox"/> Exceptional allocation, 625 on file.	KV	10/26/2023
<p>Reasonable Accommodation Unit use ONLY <i>(completed after appointment, if needed)</i></p> <p>If a Reasonable Accommodation is necessary, please complete a Request for Reasonable Accommodation (DE 8421) form and submit to Human Resource Services Division (HRSD), Reasonable Accommodation Coordinator.</p> <p>List any Reasonable Accommodations made:</p> <p><i>Click here to enter text.</i></p>		

Supervisor: After signatures are obtained, make 2 copies:

- Send a copy to HRSD (via your Attendance Clerk) to file in the employee's Official Personnel File (OPF)
- Provide a copy to the employee
- File original in the supervisor's drop file

POSITION STATEMENT

1. POSITION INFORMATION	
CIVIL SERVICE CLASSIFICATION: Staff Services Analyst (SSA)	WORKING TITLE: Strategic Planning, Innovation, and Implementation Analyst
NAME OF INCUMBENT: <i>Click here to enter text.</i>	POSITION NUMBER: 280-355-5157-976
SECTION/UNIT: Performance Management/Strategic Planning, Innovation, and Implementation	SUPERVISOR'S NAME: <i>Click here to enter text.</i>
DIVISION: Unemployment Insurance (UI) Command Center	SUPERVISOR'S CLASSIFICATION: Staff Services Manager (SSM) I
BRANCH: Unemployment Insurance Branch (UIB)	REVISION DATE: 10/26/2023
Duties Based on: <input checked="" type="checkbox"/> Full Time <input type="checkbox"/> Part Time – Fraction _____ <input type="checkbox"/> Temporary – _____ hours	
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Description of Position Requirements (<i>e.g., qualified Veteran, Class C driver's license, bilingual, frequent travel, graveyard/swing shift, etc.</i>):	
Frequent travel to the closest EDD UI Field Office or Sacramento Central Office for equipment exchange or as needed.	
3. DUTIES AND RESPONSIBILITIES OF POSITION	
Summary Statement (Briefly describe the position's organizational setting and major functions): Under the supervision of the SSM I, the SSA works collaboratively with a team and performs less difficult and routine tasks to plan, organize, and complete strategic planning, innovation, and implementation activities for the UIB. The incumbent will learn to perform the routine analytical and technical analyses for the UI Command Center Division (UICCD) pertaining to the strategic planning, innovation, and implementation activities associated with the UIB including, but not limited to, the following:	
<ul style="list-style-type: none"> • Developing, analyzing, and reviewing UI workloads, quality assurance management, and technological initiatives; • Developing and reviewing process improvement initiatives related to UI workloads, technological enhancements, and quality assurance management; • Communicating with internal and external stakeholders and vendors regarding UI workloads, technological enhancements, and quality assurance management; • Assists in the coordination, partnership, and facilitation of workload, operational, and technological enhancements to support the UI Branch; • Developing, analyzing, and reviewing data and reporting key performance indicators and metrics for optimal workload and program performance; 	

- Reviewing and monitoring workflows to optimize the performance of the UI program;
- Participating in department-wide and UI Branch workgroups;
- Reviewing and developing presentations and reports;
- Providing training to field offices on workload and operational-related activities and issues;
- Acts as a liaison to support inter-office, division, or branch-wide coordination efforts for strategic planning, innovation, and implementation activities

With the lead analyst staff's guidance, the incumbent works closely with staff and management from the UICCD, UI Northern Operations Division, UI Southern Operations Division, UI Integrity and Accounting Division, and UI Support Division and is responsible for the strategic analysis, planning analysis, workload analysis, and technological and operational innovation implementations; process improvement methodologies and strategies from a technical, operational, workload, and quality assurance management perspective for the UI Branch. The incumbent will be responsible for providing time-sensitive information to stakeholders across the UIB. The incumbent will learn to develop strategic plans and implementation strategies related to workload, quality assurance management, and technological initiatives for the UI Branch, including, but not limited to, developing and maintaining workflow process improvements, technological, operational, and workload implementations, and innovations, developing strategic and project management plans, data analyses to identify and report on key performance indicators and metrics, and assists in developing recommendations based on procedures, policies, workflow models, to develop new approaches and develop recommendations/alternatives for future implementations. The incumbent must maintain knowledge of the business environment, systems, and external factors/trends related to staffing allocations, resource planning, and workload needs. The incumbent will learn to perform research and analysis, act as a Subject Matter Expert, and participate in branch-wide workgroups and projects.

Percentage of Duties	Essential Functions
40%	<p>In collaboration with the lead analyst staff and management, the incumbent will learn to perform varied tasks and techniques to develop and analyze operational, technological, and workload data to strategically address, improve, and implement new initiatives to ensure Service Level Agreements (SLAs), key performance indicators, and metrics are achieved, and UI Branch operations, workloads, and technologies are continuously improving. Utilizes effective communication to convey time-sensitive information and directives regarding status updates and changes/modifications of established workload operational and technological processes. Works directly with team members and members of management to monitor and develop workflow/process models, review existing policies and procedures, and process improvement methodologies/strategies, reports, data trends/data models, and input from internal and external customers in order to continuously assess and improve processes and procedures for UI Branch.</p>
35%	<p>In a learning and development capacity, the incumbent will work with other key stakeholders with the UIB, sharing information and coordinating activities; assists with facilitating meetings, training, and workgroup discussions; and communicating with the UI Command Center's Strategic Planning, Innovation, and Implementation team members regarding modifications or new process initiatives associated with the UI Branch. Develops and reviews reports and data by making recommendations to optimize workflows by detecting trends and suggesting adjustments and improvements. Collaborates and meets with team members, stakeholders, and vendors for the strategic planning and implementation activities. Develops and provides information on data trends/ models and</p>

Civil Service Classification
Staff Services Analyst (SSA)

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<input checked="" type="checkbox"/> Duties meet class specification and allocation guidelines.	PMG Analyst initials	Date approved
<input type="checkbox"/> Exceptional allocation, 625 on file.	KV	10/26/2023

Reasonable Accommodation Unit use ONLY (*completed after appointment, if needed*)

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