

DUTY STATEMENT

CALIFORNIA PUBLIC UTILITIES COMMISSION

DIVISION Executive Division		EFFECTIVE DATE
BRANCH/SECTION News and Outreach		CLASS TITLE Associate Governmental Program Analyst (AGPA)– Division Liaison
WORKING DAYS AND WORKING HOURS Monday through Friday 8 a.m. to 5 p.m.		PHYSICAL WORK LOCATION San Francisco, Los Angeles, Sacramento
INCUMBENT (if known)		CURRENT POSITION NUMBER (Agency - Unit - Class - Serial) 680-129-5393-xxx
YOU ARE A VALUED MEMBER OF THE DEPARTMENT'S TEAM. YOU ARE EXPECTED TO WORK COOPERATIVELY WITH TEAM MEMBERS AND OTHERS TO ENABLE THE DEPARTMENT TO PROVIDE THE HIGHEST LEVEL OF SERVICE POSSIBLE. YOUR CREATIVITY AND PRODUCTIVITY ARE ENCOURAGED. YOUR EFFORTS TO TREAT OTHERS FAIRLY, HONESTLY AND WITH RESPECT ARE IMPORTANT TO EVERYONE WHO WORKS WITH YOU.		
BRIEFLY (1 or 2 sentences) DESCRIBE THE POSITION'S ORGANIZATIONAL SETTING AND MAJOR FUNCTIONS: Under direction of the Public Advisor, the AGPA is responsible for a variety of technical/professional tasks supporting and providing Administrative coordination and support for the News and Outreach Division (News & Outreach, Public Advisor's Office and Consumer Affairs Branch) in the areas of personnel, training, reporting, customer assistance, etc.		
% of time performing duties	Indicate the duties and responsibilities assigned to the position and the percentage of time spent on each. Group related tasks under the same percentage with the highest percentage first. <i>(Use additional sheet if necessary)</i>	
35%	ESSENTIAL FUNCTIONS: Division Liaison (DL): Facilitate and provide guidance to division management on personnel related processes/items in coordination with Human Resources (HR) division. Lead and support communications about personnel related processes in the Division, including drafting and supporting website updates about Division structure, and communicating agency policies to Division staff. Develop and manage all documents and forms necessary at each stage of hiring, examination, selection, appointment, evaluation, and separation, and support supervisors and managers in executing each stage to include Request for Personnel Action, Justifications, Organizational Charts, etc. Develop recruitment, hiring and retention strategies for hard to recruit classifications. Attend monthly HR liaison meetings and provide updates to Division management. Prepare new employee division orientation packages and conduct and support division orientation and CPUC-wide onboarding. Update employee information in the Oracle database (EOP); update, track and monitor probation and performance appraisal reports; and work with HR staff to resolve issues related to pay and other personnel issues. Track, process and support employee training and training requests. Coordinate computer network needs for staff to support working at CPUC offices and remotely, including network identifications, equipment and telephone installation through the System Action Request Form (SARF).	
25%	Budget Control Officer (BCO): Facilitate and provide guidance to division management on Budget items in coordination with Fiscal and Budget offices. Lead Annual division Budget, track expenditures, advise on and process travel claims, equipment and service requests, approve budget requests.	
20%	Conduct research and analyze the communication needs and plans necessary to support and assist the Division with communication and program activities in electric, natural gas, telecommunications, water, and transportation industries in order to inform, educate, and engage with various stakeholders through targeted outreach to improve understanding of issues and facilitate stakeholder interaction with the CPUC and its proceedings. Independently research and analyze appropriate responses to internal and external inquiries about the CPUC, its programs, and its complex proceedings and interface with consumers and other stakeholders to convey responses and foster dialogue. Prepare and maintain computerized distribution lists and calendars; ensure timely completion of Division assignments; and attend hearings and public meetings and prepare synopsis and analysis of actions as needed by Division.	
15%	Independently conduct special projects, including receiving, handling, and storing confidential and public versions of documents, supporting Division data collection and analysis projects, and developing tracking systems and tools to support Division projects; prepare special reports, correspondence, and other documents to meet the CPUC objectives. Lead and support division reports including Monthly Recap. Develop and maintain good working relationships with internal/external staff and the public.	

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5%	<p><u>MARGINAL FUNCTIONS:</u> Perform other job-related duties as required.</p> <p><u>KNOWLEDGE AND ABILITIES [From Class Specs]</u></p> <p>Knowledge of: Principles, practices, and trends of public and business administration, management, and supportive staff services such as budgeting, personnel, and management analysis; government functions and organization; methods and techniques of effective conference leadership.</p> <p>Ability to: Reason logically and creatively and utilize a variety of analytical techniques to resolve complex governmental and managerial problems; analyze data; consult with and advise administrators or other interested parties on a wide variety of subject-matter areas. Establish and maintain cooperative relationships with control agency staff and others contacted in the work; coordinate the work of others, act as a team or conference leader; and appear before legislative and other committees.</p> <p><u>WORK ENVIRONMENT, PHYSICAL OR MENTAL ABILITIES:</u></p> <ul style="list-style-type: none"> • Proficiency with communications-related technologies, including personal computer applications, telecommunications equipment, Internet, voicemail, email, etc. • Ability to keep information confidential due to the sensitive nature of the position. • Employee may be required to sit for extended period using a keyboard and monitor. • Ability to lift and transport archive boxes up to 15 lbs. • Employee will work in a climate-controlled office under artificial lighting. • Occasional travel to include evenings, weekends, overnight or several days at a time. 	
SUPERVISOR'S STATEMENT: I HAVE DISCUSSED THE DUTIES OF THE POSITION WITH THE EMPLOYEE		
SUPERVISOR'S NAME (Print)	SUPERVISOR'S SIGNATURE	DATE
EMPLOYEE'S STATEMENT: I HAVE DISCUSSED WITH MY SUPERVISOR THE DUTIES OF THE POSITION AND HAVE RECEIVED A COPY OF THE DUTY STATEMENT		
The statements contained in this duty statement reflect general details as necessary to describe the principal functions of this job. It should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including work in other functional areas to cover absence of relief, to equalize peak work periods or otherwise balance the workload.		
EMPLOYEE'S NAME (Print)	EMPLOYEE'S SIGNATURE	DATE