



Duty Statement

Classification: **Associate Governmental Program Analyst**

Position Number: **275-101-5393-708**

HCM#: **1018**

Branch/Section: **Customer Education and Outreach Division/External Education Services Section/Employer Education and Communications Unit**

Location: **Sacramento, CA**

Working Title: **Communications Analyst**

Effective Date: **July 1, 2024**

Collective Bargaining Identifier (CBID): **R01**

Supervision Exercised: Yes No

Telework: **Office-Centered** **Remote-Centered** **Not Eligible**

The Customer Education and Outreach Division (CEOD) serves as the first point of contact for CalPERS employers, as well as active and retired members, offering guidance on program benefits and services. Responsibilities include educating employers and members, conducting instructor-led classes, addressing specialized education needs, managing communication functions, and creating educational materials. Additionally, CEOD oversees internal training programs for both new and existing CalPERS customer service representatives.

Employer Education and Communications Unit (EECU) is responsible for Circular Letters, Employer Bulletins, and Employer Reference Guides. EECU is also responsible for planning, designing, developing, marketing, and presenting CalPERS Retirement and Health Business Rules classes to contracted employers serving eight Regional Offices and select alternate locations throughout the State of California.

Under direction of the Staff Services Manager I (SSM I), Employer Education and Communications Unit, the Associate Governmental Program Analyst (AGPA) performs a variety of complex analytical duties including but not limited to tasks identified below.

Essential Functions

Regular and consistent attendance in the office at least three days a week for teamwork, in-person collaboration, personal interactions with members, stakeholders, and other team members, cross-functional communications within CalPERS. In-person collaboration is essential to promote and foster innovation, creativity, and complete engagement by the team. Coordinating work in person allows the teams to stay functional and aligned with the work of others. Being present in the office is essential to allow for immediate accessibility for discussions, questions, mentoring, or strategy sessions between team members.

- 45% Onsite¹ and virtually, independently research, analyze, interpret, and apply California Public Employee's Retirement Law (PERL), rules, regulations, departmental and division policies and procedures, and legislation as required to serve as the primary coordinator for the production and editing of diverse employer communications, such as Circular Letters and Employer Bulletins. Independently write, edit, and coordinate the collection of information from enterprise-wide Subject Matter Experts (SMEs) to ensure compliance with production schedules. Utilize various CalPERS systems including but not limited to myCalPERS, CalPERS Education Center, Captivate, and Microsoft Applications to complete assignments. Develop and refine publication content in accordance with the CalPERS Style Guide, ensuring consistency, accuracy, and high-quality writing. Provide editorial oversight for text authored by other CalPERS team members. Collaborate with Office of Public Affairs (PAOF) and Information Technology Services Branch (ITSB) to develop design layouts and oversee required distribution processes.
- 25% Onsite and virtually, independently, research, analyze, interpret, and apply PERL and/or Public Employees' Medical & Hospital Care Act (PEMHCA) rules, regulations, departmental and division policies and procedures, and legislation as required to effectively conduct employer education/assistance workshops State-wide and virtually to new and existing public agencies, state agencies, and county school offices. Instruct agencies on their business-related responsibilities in adherence to PERL/PEMCHA as it applies to their agency. Educate employers on the more complex issues including health contracts, retirement membership eligibility, payroll reporting, reportable compensation, and the employer's role in the retirement process. Virtually or in-person support CalPERS Benefit Education Events as needed.
- 20% Onsite and virtually, serve as project lead for the production and editing of various employer communications, overseeing revisions to the Public Agency & Schools Reference Guide, State Reference Guide, Public Agency & Schools Health Benefits Guide, and State Health Benefits Guide. Research, analyze, interpret, and apply PERL, rules, regulations, departmental and division policies and procedures, and legislation as required to write, edit, and coordinate the collection of information from enterprise-wide SMEs for these projects. Ensures Rehabilitation Act Section 508 compliance for all published material. Develop, design, maintain, evaluate, and publish accurate education curriculum, manuals and materials delivered to employers via online modules. Accurately and timely identify and prepare proposals for management to request changes in employer education. Independently develop accurate written education materials for employers. Maintain and report education statistical data related to employer education and training to management.

10% Onsite and virtually, create and maintain a work plan to track progress on project assignments using Microsoft Applications. Keep Outlook calendar updated with all meetings, classes, and planned absences. Accurately and timely complete assigned projects and tasks; notify unit manager when sensitive or controversial issues arise, and as soon as it's apparent that agreed upon deadlines cannot be met. Provide weekly updates to unit manager during one-on-one meetings. Prepare monthly and annual workload accomplishment reports and provide to division management. Participate in unit, division, branch, CalPERS wide staff meetings, and activities responsible for special assignments and may participate in special projects or teams. Assist in projects identified in the Division's Annual Plan and other division-specific key objectives and strategic initiatives. Continuously build and maintain effective communication and working relationships throughout CalPERS.

Working Conditions

- ¹ This position is designated as office-centered and works primarily onsite at the Sacramento, CA - Headquarters at least three weekdays.
- This position requires travel throughout California, including overnight stays, up to 25% of the time via automobile, airplane, and/or other methods of public transportation.

Conduct, Attendance and Performance Expectations

- Ability to maintain consistent attendance.
- Ability to demonstrate punctuality, initiative, and dependability.
- Ability to model and support CalPERS Core Values (Integrity, Accountability, Respect, Openness, Quality and Balance).
- Ability to model CalPERS Competencies and demonstrate proficiency in; Collaboration, Leading People, Leading Change, Driving Results, Business Acumen, Communication, and Leading Self.

I have read and understood the duties and essential functions of the position and can perform these duties with or without reasonable accommodation.

Employee Name (Print):

Employee Signature: _____ **Date:**

I certify that the above accurately represent the duties of the position.

Supervisor Signature: _____ **Date:**