STATE OF CALIFORNIA – NATURAL RESOURCES AGENCY GAVIN NEWSOM, *GOVERNOR*



**CALIFORNIA COASTAL COMMISSION**

NORTH COAST DISTRICT OFFICE

1385 8TH STREET, SUITE 130

ARCATA, CA 95521

VOICE (707) 826-8950

www.coastal.ca.gov

**CALIFORNIA COASTAL COMMISSION**

**DUTY STATEMENT**

**STAFF SERVICES ANALYST**

**EMPLOYEE NAME: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**WORKING TITLE: Staff Services Analyst**

**WORK UNIT/DIVISION: North Coast**

**LOCATION: Arcata**

**DATE OF APPOINTMENT: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**CBID: R01**

**TENURE/TIMEBASE: Permanent, Full Time**

The California Coastal Commission staff is charged with implementing the California Coastal Act of 1976 to protect, preserve and enhance resources in the coastal zone of California. Working under the supervision and general direction of the District Manager (Coastal Program Manager), the Staff Services Analyst performs a variety of analytical tasks and carries out a variety of support services related to (a) implementing the administrative systems and processes of the office, and (b) providing technical support to the District Manager, Supervisors, and Analysts in the review of applications for CDPs, and LCP Amendments for completeness and conformance with the Coastal Act.

**ESSENTIAL FUNCTIONS**

25% OFFICE ADMINISTRATION

 Develop and maintain a working knowledge of the administrative systems and processes of the office and work with managers and supervisors to identify and remedy inefficiencies. Process application fee checks. Order and maintain inventory of office supplies. Initiate service requests for office equipment, including copy machines, postage meter, scanners, server, phone system, and other equipment. Manage the automated phone system for the office. Assist in resolving computer hardware and software usage problems. Process mail and deliveries. Maintain an orderly and functional office environment.

25% RECORDS MANAGEMENT

 Manage the office records and information filing systems. Prepare and send files to the State Records Center and orders files as necessary. Prepare and maintain the district records retention plan. Digitally catalogue office records. Enter new applications and historic records into Commission’s Coastal Data Management System (CDMS) and work with the district manager and supervisors to assign applications to analysts for processing. Create CDMS records for notices and referrals received from local governments related to local CDPs. Prepare and send notices of appealable development to local governments and interested parties. Monitor CDMS data entry for the district to ensure record updates are timely, accurate, and complete. Scan and upload documents. Communicate with local governments about the status of local records received.

15% PUBLIC CONTACT

 Answer phone, process mail, and work with other district staff to address inquiries from the public and local governments regarding permits and development in the coastal zone. Determine appropriate forms to be sent or given to requesters. Work with legal staff to compile documents to respond to Public Records Act requests. In consultation with the manager, supervisors, and analysts, as needed, respond to public inquiries and interface with the public and local government staff with questions related to whether properties are in the coastal zone and within state or local permit jurisdiction, whether a local government action on a local CDP is appealable to the Commission, and various other inquiries. Explain Commission procedures, make referrals to other agencies when appropriate, and provide help to applicants, applicant representatives, the local governments, and the public about the Commission’s program.

15% DOCUMENT PREPARATION AND DUPLICATION

Finalize and copy documents for mailing. Prepare and mail notices for Commission meetings. Prepare envelopes and file copies of all notices and other items.

10% TECHNICAL PROGRAM SUPPORT

Assist coastal program analysts in conducting background research and compiling information on properties that are the subject of permit inquiries, applications, and/or enforcement cases. Work with the district manager, supervisors, and analysts to log, update, and close as appropriate application files and assist in the preparation of correspondence to applicants related to file status.

5% JUSTICE, EQUITY, DIVERSITY, AND INCLUSION

Participates in tasks, trainings, outreach and other activities that support implementation of the agency’s Justice, Equity, Diversity and Inclusion (JEDI) plan, which aims to create an inclusive workplace that allows staff from diverse backgrounds to thrive and improves agency outreach and public engagement. For example, this may include attending quarterly JEDI calls, sitting on interview panels, contributing to or attending staff trainings on JEDI issues such as on implicit bias, presenting at outreach events at locations with greater diversity, and providing input on hiring practices.

5% MARGINAL FUNCTIONS

* Lifts and moves files, boxes, paper pallets, equipment, supplies, and furniture for office maintenance and organizational purposes
* Drives to overnight package delivery office and Post Office to drop off materials to be delivered or mailed; to Kinko’s to make copies of oversized plans for Public Records Act and similar requests; to local businesses that contract with the state for vehicle and equipment maintenance needs

**SUPERVISION EXERCISED OVER OTHERS**

Does not supervise but may have responsibility for functional guidance in training and assisting less experienced employees.

**KNOWLEDGE, SKILLS, AND ABILITIES**

Knowledge of: Modern office methods, systems technologies, and procedures; business and correspondence; use of computer software and equipment for correspondence, database record keeping, phone system management, email; document scanning and reproduction; public outreach and communication strategies; and the Coastal Act.

Ability to provide administrative support for a range of projects and activities, identify and remedy inefficiencies in the administrative systems and processes of the office.

Ability to develop work plan priorities and manage workload, multi-task, complete work in a timely and well-organized form, and show initiative and flexibility.

Ability to understand the goals of the agency and the agency’s management; apply specific laws, rules and office policies and procedures.

Ability to communicate with and maintain good working relationships with others inside and outside the agency; respond calmly and effectively in stressful situations; be an effective part of a work team; apply good judgment to take effective action; inspire confidence and trust; follow oral and written directions and demonstrate a commitment to public service.

Ability to make clear and comprehensive reports and keep records; meet and communicate tactfully and clearly with the public; prepare and proof correspondence independently utilizing a wide knowledge of vocabulary, grammar and spelling; provide functional guidance, and type at a speed of not less than 40 words per minute.

**CONSEQUENCE OF ERROR/RESPONSIBILITY FOR DECISIONS**

Poor quality work and errors in judgment may have a significant impact on the internal and external operations of the District Office and the Commission, resulting in unnecessary delays for the public, poor external and internal relationships, loss in efficiency and production, additional work for other staff, and impediments to the Commission’s ability to implement the Coastal Act. Delays and litigation can result from inaccurate hearing notices.

**PUBLIC AND INTERNAL CONTACTS**

The incumbent reports directly to the North Coast District Manager. The incumbent will routinely interact with the other employees in the North Coast District Office and will have daily contact with applicants, their representatives, and the general public over telephone, by email, and/or in person. The incumbent will interact regularly with staff from other Commission offices.

**PHYSICAL, MENTAL AND EMOTIONAL REQUIREMENTS**

The incumbent may be required to sit for long periods of time using a keyboard and video display terminal. The incumbent must have the ability to move about, stand, reach, stoop or bend; and lift up to 45 pounds. The incumbent must be able to interact with many people; deal effectively with pressure; multi-task; adapt to changing priorities; maintain focus on work assignments; be open to change and new information, changing conditions, or unexpected obstacles; complete tasks/projects within a short time frame; behave in a fair and ethical manner towards others; and demonstrate a sense of responsibility and commitment to public service. The incumbent must value diversity and other individual differences in the workforce.

If the incumbent operates a vehicle to perform work, must take Defensive Driver Training, as required by law.

**WORK ENVIRONMENT**

The District Office is open for business Monday through Friday from 8:00 am to 5:00 pm (except for state holidays), and the incumbent will be expected to work during business hours, with some flexibility, both remotely from home and in the office. The incumbent must be able to work in the office at a minimum 2 days per week, with flexibility in number of hours per day and specific days in the week, and the in-office schedule may vary over time, as determined by district office needs. When working in the office, the incumbent will work in an open-space, climate-controlled office environment, under artificial lighting during business hours. Telework from home may be required on a permanent basis in addition to office work at the assigned location. The amount and availability of telework and/or office work will be determined based on the functions of each position.

I certify that this duty statement represents an accurate description of the essential functions of this position.

**MELISSA B. KRAEMER DATE**

**COASTAL PROGRAM MANAGER**

**NORTH COAST DISTRICT OFFICE**

I have read this duty statement and agree that it represents the duties I am assigned.

**[TBD] DATE**

**STAFF SERVICES ANALYST**

**NORTH COAST DISTRICT OFFICE**