

## POSITION STATEMENT

<b>1. POSITION INFORMATION</b>	
CIVIL SERVICE CLASSIFICATION:	WORKING TITLE:
<b>Staff Services Analyst</b>	Banking and Project Analyst – Deposit Specialist
NAME OF INCUMBENT:	POSITION NUMBER:
<i>Click here to enter text.</i>	280-603-5157-xxx
OFFICE/SECTION/UNIT:	SUPERVISOR'S NAME:
Document Management Section / Banking and Scanning Group	
DIVISION:	SUPERVISOR'S CLASSIFICATION:
Document Management Division (DMD)	Staff Services Manager I
BRANCH:	REVISION DATE:
Administration	3/3/2025
<b>Duties Based on:</b> <input checked="" type="checkbox"/> FT <input type="checkbox"/> PT– Fraction _____ <input type="checkbox"/> INT <input type="checkbox"/> Temporary – _____ hours	
<b>2. REQUIREMENTS OF POSITION</b>	
<b>Check all that apply:</b> <ul style="list-style-type: none"> <li><input type="checkbox"/> Conflict of Interest Filing (Form 700) Required</li> <li><input type="checkbox"/> May be Required to Work in Multiple Locations</li> <li><input type="checkbox"/> Requires DMV Pull Notice</li> <li><input checked="" type="checkbox"/> Travel May be Required</li> <li><input type="checkbox"/> Call Center/Counter Environment</li> <li><input checked="" type="checkbox"/> Requires Fingerprinting &amp; Background Check</li> <li><input type="checkbox"/> Bilingual Fluency (<i>specify below in Description</i>)</li> <li><input checked="" type="checkbox"/> Other (<i>specify below in Description</i>)</li> </ul>	
<b>Description of Position Requirements:</b> (e.g., qualified Veteran, Class C driver's license, bilingual, frequent travel, graveyard/swing shift, etc.)	
The incumbent's main headquarters is located in Rancho Cordova. However, occasional travel may be needed to attend meetings in the general Sacramento area.	
<b>3. DUTIES AND RESPONSIBILITIES OF POSITION</b>	
<b>Summary Statement:</b> (Briefly describe the position's organizational setting and major functions)	
<p>Under the supervision of the Staff Services Manager I (SSM I) of the Banking and Scanning Group (BSG), the Staff Services Analyst (SSA) performs the Daily Deposit Balancing Process and assists the Information Technology Branch (ITB) with equipment and software production testing in the BSG located at the Document and Information Management Center (DIMC). This includes assisting various ITB staff to resolve the less complex problems related to the various applications, deposit transmission issues, data upload issues and workflows within the BSG. The SSA should have some knowledge of remittance processing, Generally Accepted Accounting Principles, and the State Administration Manual (SAM) to ensure the remittance process follows the SAM requirements.</p> <p>The incumbent's duties include providing support activities such as maintaining the integrity of the employer tax program and accounting system; Unemployment Insurance (UI), Disability Insurance (DI) and Paid Family Leave programs, including the Document Management System (DMS). With guidance, the incumbent is required to exercise a high degree of independence and initiative in coordinating work priorities and performing assigned tasks. The incumbent also assists (with oversight by the SSM I), with analytical assignments, legislation, training efforts, generating various reports, streamlining and recommending process improvements, and procedural updates.</p> <p>The incumbent will assist with various projects. This will involve attending project meetings, reviewing business requirements/deliverables, coordinating testing efforts such as creating/reviewing/approving test scripts, testing</p>	

validation, and implementing tasks with oversight. The incumbent will also be responsible for measuring forms and documents according to specifications for the various projects. With assistance, the incumbent analyzes and evaluates requests from entities who propose to contract with the DIMC to process their forms or enhance existing processes, which may include, but is not limited to, developing Plans of Service detailing the products/outcomes and business processes and resources required to perform the contract for services.

The incumbent must have the ability to communicate effectively, use tact and good judgment in handling the less complex, sensitive, and confidential assignments with diplomacy. The incumbent's role requires contact with staff and managers within DIMC, ITB and other branches within Employment Development Department (EDD) as well as other governmental agencies. This requires the capacity to work cooperatively and promote partnership with a wide variety of individuals.

The position will also require that the incumbent become the subject matter expert on the various workloads that DIMC is responsible. The incumbent will also be required to lift up to 25 pounds.

<b>Percentage of Duties</b>	<b>Essential Functions</b>
30%	<p>In a learning and training capacity, monitors and performs the Daily Deposit Balancing process to ensure the deposits are uploaded and allocated within the required time frames and that the information is provided in a timely manner to the Financial Reporting Unit (FRU).</p> <ul style="list-style-type: none"><li>• Performs the Daily Deposit Balancing duties using the Accounting and Compliance Enterprise System (ACES) and ensures accuracy of the deposit figures</li><li>• Reports deposit and balancing information within required time frames to the FRU which provides the daily deposit information to the Fiscal Programs Division and the State Treasurer's Office.</li><li>• Identifies, analyzes, and resolves any deposit balancing/upload problems in coordination with system administrators, FRU and/or other EDD organizations.</li><li>• Acts as back-up for Remittance Processing Unit's opening and closing of Cashier Dates and various specialized activities using the ACES Administrative Fund Allocation Module and Batch Transfer applications. These duties include entering Holidays into the Holiday Table, modifying user status within remittance processing systems, and transferring the remittance batches.</li><li>• In the event of a disaster or if ACES is unable to report the daily fund allocation, performs an estimated fund allocation for the paper deposit.</li><li>• Notifies ITB of any issues or problems and work alongside with ITB to resolve the less complex problems in completing all aspects of the daily deposit.</li><li>• Compiles and maintains historical data in assisting the daily deposit and/or fund allocation process and trend analysis.</li></ul>
30%	<p>Represents DIMC's Banking and Project team on various projects, assists with development, design, testing and implementation of new workloads and processes.</p> <ul style="list-style-type: none"><li>• Attends all project related meetings and acts as a representative for DIMC.</li><li>• Analyzes and reviews the scope, schedule, timelines, business requirements, work intake form, detailed design and other project related deliverables.</li><li>• Assists in analyzing, recommending and implementing revisions to various forms to improve data capture processes and ensure compliance with CUIC requirements. Assists with testing of forms prior to quarterly and annual mass mailings to employers, identifies issues and ensures that all business requirements are met.</li><li>• Assists in developing test cases, creates test materials and scenarios to validate that the business requirements for both the tax/accounting and benefit programs are being met and that the processes are meeting stated specifications, identifies and reports errors and maintenance needs.</li><li>• Coordinates activities between testing of new functionality and on-going performance testing with the customers, vendors, information technology staff and other departmental participants to ensure DIMC meets business requirements in a timely manner.</li><li>• Assists with testing related activities, identifies issues, ensures that all business requirements are met and standards for current forms processing are maintained or exceeded.</li></ul>

**Civil Service Classification**

Staff Services Analyst

**Position Number**

280-603-5157-xxx

25%	<ul style="list-style-type: none"> <li>• Analyzes, recommends and implements revisions to Tax, UI and DI related forms to improve data capture processes and ensure compliance with California Unemployment Insurance Code (CUIC) requirements.</li> <li>• Analyzes and measures automated data capture forms to optimize data quality and efficiency.</li> </ul> <p>Provides analytical support regarding program impacts for the less complex high-level DIMC/DMS related activities such as:</p> <ul style="list-style-type: none"> <li>• Assists in analyzing legislation which includes identifying bills that may impact DIMC, assists DIMC management to identify programmatic/system impacts and prepares bill analysis as appropriate.</li> <li>• Assists the DIMC on training efforts including the development of training plans, and working with various technical leads to develop training curriculum and materials.</li> <li>• Acts as a subject-matter expert for all forms-related issues at the DIMC, works cooperatively with various customers to maximize the efficiency of their form formats utilizing DIMC equipment and software.</li> <li>• Works with DIMC/ITB staff to maximize efficiency, implements enhancements and updates procedures and policies within the DIMC environment.</li> <li>• Assists in performing read-rate tests and batch validation to ensure the integrity of the systems and equipment.</li> <li>• Assists with tours of the DIMC facility as needed.</li> </ul>
10%	<p>With guidance, analyzes and evaluates requests from entities who propose to contract with the DIMC to process their forms or enhance existing processes.</p> <ul style="list-style-type: none"> <li>• Assists in developing Plans of Service detailing the products/outcomes, business processes and resources required to perform the contract for services.</li> <li>• Analyzes impacts to software, facilities, and staff resources, and recommends effective courses of action.</li> <li>• Assists in cost estimates of existing and future workloads.</li> <li>• Acts as back up to other analysts at DIMC.</li> </ul>

Percentage of Duties	Marginal Functions
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5% Other duties as assigned.

**4. WORK ENVIRONMENT** (Choose all that apply)

Standing: Occasionally - activity occurs < 33%	Sitting: Frequently - activity occurs 33% to 66%
Walking: Occasionally - activity occurs < 33%	Temperature: Temperature Controlled Office Environment
Lighting: Artificial Lighting	Pushing/Pulling: Occasionally - activity occurs < 33%
Lifting: Occasionally - activity occurs < 33%	Bending/Stooping: Occasionally - activity occurs < 33%

Other: *Click here to enter text.***Type of Environment:**
 High Rise  Cubicle  Warehouse  Outdoors  Other: Production Environment
**Interaction with Customers:**

<input type="checkbox"/> Required to work in the lobby	<input type="checkbox"/> Required to work at a public counter
<input checked="" type="checkbox"/> Required to assist customers on the phone	<input checked="" type="checkbox"/> Required to assist customers in person
<input type="checkbox"/> Other:	

**5. SUPERVISION EXERCISED:**

(List total per each classification of staff)

Not applicable

**6. SIGNATURES**

**Employee's Statement:**

*I have reviewed and discussed the duties and responsibilities of this position with my supervisor and have received a copy of the Position Statement.*

Employee's Name:

Employee's Signature:

Date:

**Supervisor's Statement:**

*I have reviewed the duties and responsibilities of this position and have provided a copy of the Position Statement to the employee.*

Supervisor's Name:

Supervisor's Signature:

Date:

**7. HRSD USE ONLY**

**Classification and Pay Group (CPG) Approval**

<input checked="" type="checkbox"/> Duties meet class specification and allocation guidelines.	CPG Analyst Initials	Date Approved
<input type="checkbox"/> Exceptional allocation, STD-625 on file.	KV	3/3/2025

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

*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.*

List any Reasonable Accommodations made:

**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

<b>1. POSITION INFORMATION</b>	
CIVIL SERVICE CLASSIFICATION:	WORKING TITLE:
<b>Associate Governmental Program Analyst</b>	Banking and Project Analyst – Deposit Specialist
NAME OF INCUMBENT:	POSITION NUMBER:
<i>Click here to enter text.</i>	280-603-5393-xxx
OFFICE/SECTION/UNIT:	SUPERVISOR'S NAME:
Document Management Section/Banking and Scanning Group	
DIVISION:	SUPERVISOR'S CLASSIFICATION:
Document Management Division (DMD)	Staff Services Manager I
BRANCH:	REVISION DATE:
Administration	3/3/2025

**Duties Based on:**  FT  PT– Fraction \_\_\_\_\_  INT  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 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 (specify below in Description)
<input checked="" type="checkbox"/> Travel May be Required	<input type="checkbox"/> Other (specify below in Description)

**Description of Position Requirements:**

(e.g., qualified Veteran, Class C driver's license, bilingual, frequent travel, graveyard/swing shift, etc.)

The incumbent's main headquarters is located in Rancho Cordova. However, occasional travel may be needed to attend meetings in the general Sacramento area.

### 3. DUTIES AND RESPONSIBILITIES OF POSITION

**Summary Statement:**

(Briefly describe the position's organizational setting and major functions)

Under the direction of the Staff Services Manager I (SSM I) of the Banking and Scanning Group (BSG), located at the Document and Information Management Center (DIMC), the Associate Governmental Program Analyst (AGPA) performs the Daily Deposit Balancing Process and assists the Information Technology Branch (ITB) with equipment and software production testing in the BSG. This includes assisting various ITB staff to resolve the complex problems related to the various applications, deposit transmission issues, data upload issues and workflows within the BSG. The AGPA should have some knowledge of remittance processing, Generally Accepted Accounting Principles, and the State Administration Manual (SAM) to ensure the remittance process follows the SAM requirements. The incumbent independently monitors and performs the Daily Deposit Balancing process ensuring the deposits are uploaded and allocated within the required time frames. The incumbent also ensures the information is provided in a timely manner to the appropriate branches within Employment Development Department (EDD) and the State Treasurer's Office. The incumbent assists the Group manager or takes a lead role in the most complex special projects and assignments, including legislation analysis, application upgrades and/or modifications, system testing, statistical reporting and implementing new workloads.

The incumbent's duties include providing support activities such as maintaining the integrity of the employer tax program and accounting system; Unemployment Insurance (UI), Disability Insurance (DI) and Paid Family Leave programs, including the Document Management System (DMS). The incumbent assists the supervisors and managers within the

DMS with more complex analytical assignments including legislation, training, procedures, testing, and business process improvement efforts. The incumbent will also generate and analyze workload production data, prepare in-depth statistical reports for various workloads and work with DMS management to determine the business needs to maximize efficiency. The incumbent is also responsible for developing processes and testing methods to allow for more comprehensive monitoring and costing of DMS's activities.

The incumbent will serve as a Banking and Project lead over various projects. This work will involve attending various project meetings, communicating project status, reviewing business requirements/deliverables, and leading/coordinating testing efforts and implementation tasks. The incumbent analyzes and evaluates requests from entities who propose to contract with the DIMC to process their forms or enhance existing processes. This may include, but is not limited to, developing Plans of Service detailing the products/outcomes, and detailing business processes and resources required to perform the contract for services. The incumbent will also be responsible for measuring forms and documents according to specifications for the various projects or as needed.

The incumbent is required to exercise a high degree of independence and initiative in coordinating work load priorities and performing assigned tasks. The incumbent must have the ability to communicate effectively, use tact and good judgment in handling complex, sensitive, and confidential assignments with diplomacy. The incumbent's role requires contact with staff and managers within DIMC, Information Technology Branch (ITB), and other branches within EDD as well as other governmental agencies. This requires the capacity to work cooperatively and promote partnership with a wide variety of individuals.

The position will also require that the incumbent become the subject matter expert on the various workloads that DIMC is responsible for processing. The incumbent shall also be required to lift up to 25 pounds.

<b>Percentage of Duties</b>	<b>Essential Functions</b>
30%	<p>Monitors and performs the Daily Deposit Balancing process to ensure the deposits are uploaded and allocated within the required time frames and the information is provided in a timely manner to the various units within EDD and the State Treasurer's Office.</p> <ul style="list-style-type: none"><li>• Performs the Daily Deposit Balancing duties using the Accounting and Compliance Enterprise System (ACES).</li><li>• Reports deposit and balancing information within required time frames to the Financial Reporting Unit (FRU).</li><li>• Identifies, analyzes, and resolves any deposit balancing/upload problems in coordination with system administrators and/or other EDD units.</li><li>• Acts as back-up for Remittance Processing Unit's opening and closing of Cashier Dates and various specialized activities using the ACES Administrative Fund Allocation Module and Batch Transfer applications. These duties include requesting changes to the Holidays into the Holiday Table, changing user status within remittance processing systems and transferring the remittance batches.</li><li>• In the event of a disaster or if ACES is unable to report the daily fund allocation, performs an estimated fund allocation for the paper deposit.</li><li>• Notifies ITB of any issues or problems and work alongside with ITB to resolve the most complex problems in completing all aspects of the daily deposit.</li><li>• Compiles and maintains historical data in completing the daily deposit and trend analysis.</li><li>• Reopens cashier dates using the Edit Cashier Date Module, upon approval.</li><li>• Approves and signs the Bank Adjustment and Return Check Debit packages developed by the BSG Return Check Debit/Bank Adjustment Specialist.</li></ul>
30%	<p>Serves as a project lead for DIMC high-priority projects within the Banking and Projects team, driving the development, design, evaluation, and implementation of complex new workloads and processes.</p> <ul style="list-style-type: none"><li>• Attends all project related meetings and acts as a lead for DIMC.</li><li>• Analyzes and reviews the scope, schedule, timelines, work intake form, business requirements, detailed design and other project related deliverables.</li><li>• Analyzes, recommends and implements revisions to forms processed by the DIMC. Coordinates the testing of forms, identifies errors, and follows up with appropriate stakeholders to ensure that all business requirements are met.</li><li>• Analyzes, recommends and implements process improvements and procedural updates.</li><li>• Acts as a subject-matter expert and lead for all forms-related issues at the DIMC, works cooperatively with various customers to maximize the efficiency of their form formats utilizing DIMC equipment and software.</li></ul>

	<ul style="list-style-type: none"> <li>• Acts as the test lead and coordinates all testing related activities, validation and implementation tasks and ensures all business requirements are met and standards for current forms processing are maintained or exceeded.</li> <li>• Keeps management apprised of all project activities, requirements, and impacts to DIMC operations.</li> <li>• Analyzes, recommends and implements revisions to Tax, UI and DI related forms to improve data capture processes and ensure compliance with California Unemployment Insurance Code (CUIC) requirements.</li> <li>• Works with ITB staff and management to maximize efficiency, implement enhancements and updates procedures and policies within the DIMC environment.</li> <li>• Coordinates activities between testing of new functionality and on-going performance testing with the customers, vendors, information technology staff and other departmental participants to ensure DIMC meets business requirements in a timely manner.</li> <li>• Analyzes, recommends and implements revisions on various forms to improve data capture processes and ensure compliance with CUIC requirements. Coordinates the testing of forms prior to quarterly and annual mass mailings to employers, identifies issues and ensures that all business requirements are met.</li> <li>• Develops test cases, creates test materials and scenarios to validate that the business requirements for both the tax/accounting and benefit programs are being met and that the processes are meeting stated specifications, identifies and reports errors and maintenance needs.</li> </ul>
25%	<p>Provides analytical support to supervisors and managers within the DIMC/DMS with more complex analytical assignments including legislation, training, procedures, testing, and business process improvement efforts such as:</p> <ul style="list-style-type: none"> <li>• Assisting supervisors and managers in monitoring the section's inventory and production, preparing statistical reports related to production, ensuring its accuracy, and identifying trends etc.</li> <li>• Monitoring the section's inventory and production, preparing in-depth statistical reports related to production, generating operational reports, ensuring its accuracy and identifying trends etc.</li> <li>• Providing support, guidance and analysis of more complex legislation and related implementation. This includes identifying bills that may impact DMS, working with DIMC management to identify programmatic/system impacts and preparing bill analysis including associated costs as appropriate.</li> <li>• Providing support on training efforts including the development of training plans, and working with various technical leads to develop training curriculum and materials.</li> <li>• Creating (formulating), improving, modifying and updating procedures and policies within the DIMC environment and ensuring standards for current forms processing are maintained or exceeded.</li> <li>• Assisting with tours of the DIMC facility as needed.</li> <li>• Performing test management activities, including read-rate tests and batch validation, to ensure the integrity of the systems and equipment.</li> </ul>
10%	<p>Analyzes and evaluates requests from entities who propose to contract with the DIMC to process their forms or enhance existing processes.</p> <ul style="list-style-type: none"> <li>• Assists in developing Plans of Service detailing the products/outcomes, business processes and resources required to perform the contract for services.</li> <li>• Analyzes impacts to, software, facilities, and staff resources, and recommends effective courses of action.</li> <li>• Assists in cost estimates of existing and future workloads.</li> <li>• Acts as back up to other analysts at DIMC.</li> </ul>
<b>Percentage of Duties</b>	<b>Marginal Functions</b>
5%	Other duties as assigned.

<b>4. WORK ENVIRONMENT</b> <i>(Choose all that apply)</i>		
Standing: Occasionally - activity occurs < 33%	Sitting: Frequently - activity occurs 33% to 66%	
Walking: Occasionally - activity occurs < 33%	Temperature: Temperature Controlled Office Environment	
Lighting: Artificial Lighting	Pushing/Pulling: Occasionally - activity occurs < 33%	
Lifting: Occasionally - activity occurs < 33%	Bending/Stooping: Occasionally - activity occurs < 33%	
Other: <i>Click here to enter text.</i>		
<b>Type of Environment:</b>		
<input checked="" type="checkbox"/> High Rise <input checked="" type="checkbox"/> Cubicle <input type="checkbox"/> Warehouse <input type="checkbox"/> Outdoors <input type="checkbox"/> Other: Production Environment		
<b>Interaction with Customers:</b>		
<input type="checkbox"/> Required to work in the lobby <input type="checkbox"/> Required to work at a public counter <input checked="" type="checkbox"/> Required to assist customers on the phone <input checked="" type="checkbox"/> Required to assist customers in person <input type="checkbox"/> Other:		
<b>5. SUPERVISION EXERCISED:</b> <i>(List total per each classification of staff)</i>		
<i>Not applicable</i>		
<b>6. SIGNATURES</b>		
<b>Employee's Statement:</b> <i>I have reviewed and discussed the duties and responsibilities of this position with my supervisor and have received a copy of the Position Statement.</i>		
Employee's Name:		
Employee's Signature:	Date:	
<b>Supervisor's Statement:</b> <i>I have reviewed the duties and responsibilities of this position and have provided a copy of the Position Statement to the employee.</i>		
Supervisor's Name:		
Supervisor's Signature:	Date:	
<b>7. HRSD USE ONLY</b>		
<b>Classification and Pay Group (CPG) Approval</b>		
<input checked="" type="checkbox"/> Duties meet class specification and allocation guidelines.  <input type="checkbox"/> Exceptional allocation, STD-625 on file.	CPG Analyst Initials	Date Approved
	KV	3/3/2025
<b>Reasonable Accommodation Unit use ONLY</b> <i>(completed after appointment, if needed)</i>		
<i>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.</i>		
List any Reasonable Accommodations made:		

**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