

## Department of Consumer Affairs

### Position Duty Statement

HR-041 (new 9/2019)

<b>Classification Title</b> Associate Governmental Program Analyst	<b>Board/Bureau/Division</b> Contractors State License Board (CSLB or Board)
<b>Working Title</b> Human Resources Liaison	<b>Administration/ Personnel/Sacramento</b> Administration - Personnel
<b>Position Number</b> 622-110-5393-807	<b>Name and Effective Date</b>

**General Statement:** Under the direction of the Staff Services Manager I (SSM I), the Associate Governmental Program Analyst (AGPA), at the full journey level, works with a high degree of independence to provide analysis, training, guidance, assistance, support, and program direction in areas associated with the State's personnel management program regarding all personnel issues, policy and procedure changes and policy implementation to CSLB employees, supervisors, and managers. The incumbent acts as a liaison between the Department of Consumer Affairs (DCA) - Office of Human Resources (OHR) staff and CSLB management and staff on all personnel related issues. The incumbent is expected to consistently exercise a high degree of confidentiality, initiative, responsibility, and independence in performing multiple assignments with competing deadlines while maintaining a strong commitment to customer service. Duties include but are not limited to, the following:

#### A. **SPECIFIC ACTIVITIES [Essential (E) / Marginal (M) Functions]**

##### **50% (E) Recruitment and Hiring**

- Analyze and review classification specifications and allocation standards to determine if positions are properly classified. Determine and recommend appropriate classification allocations level based upon duty statements and/or desk audit reviews. Prepare justifications for position establishments and/or re-classifying. Provide technical direction and assistance to supervisors and managers in the development of new and revised duty statements to concur with the appropriate classifications and duties. **(20%)**
- Review all Requests for Personnel Action for consistency and compliance with organizational allocations and control agency restrictions. Prepare all personnel transmittal documents to OHR and programs, process all hiring and appointment documents and ensure appropriate completion. Update new and transfer employee packages. Review and evaluate past and current practices and recommend internal personnel policy changes to management for review and approval. **(20%)**
- Ensure job vacancies are filled timely and appropriately. Post job vacancies on the Exam and Cert Online System (ECOS). Perform preliminary eligibility determination on all applications. Prepare and package employment applications to hiring supervisors. Participate on interview panel for job selection and make hiring recommendations, at the request of hiring supervisors. Complete weekly and monthly reports related to position control and filling of vacancies for CSLB management and budget office review. **(10%)**

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**20% (E) Health & Safety and Transactions & Disability Liaison**

- Act as a liaison between CSLB staff and DCA Health and Safety analyst to assist employees with all health and safety questions, in matters relating to workplace injuries, reasonable accommodations, medical leaves, and ergonomic evaluations. Provide guidance and recommendation to managers and supervisors regarding employees working conditions through laws, regulations, and contract interpretation.
- Act as a liaison between CSLB staff and DCA Transactions to assist employees with appointments, separations, payroll, and to advise staff on benefits, time keeping questions and leave balance accruals issues. Ensure employee alternate range changes and merit salary adjustments are approved or denied timely and consistent with departmental policy. Ensure State Administrative Manual guidelines are followed in the issuance of payroll warrants, log and distribute payroll warrants to designees. Act as a liaison between CSLB staff and DCA Disability to assist employees with various types of leave benefit programs.

**15% (E) Lower-Level Performance Management**

Counsel supervisors on the preventative phase of performance management pertaining to employee relations and recommend courses of action to resolve performance or behavior problems. Review probationary or annual performance reports, first level counseling or disciplinary memoranda, for supervisors and provide assistance in conforming to departmental and control agency guidelines. Draft documents related to employee discipline for CSLB Personnel Manager's review and approval.

**10% (E) Draft Correspondence**

Draft formal correspondence and memoranda for manager's review and signature as directed. Complete Board meeting updates as assigned by management. Perform back-up assistance during co-workers' absence. Perform special projects as assigned.

**5% (M) Training Resource**

Research and recommend new training materials to management and maintain a training resource library. Develop informational material and respond to employee inquiries regarding training resources and strategies for career development. Recommend training courses and review individual development plans for consistency and appropriateness. Update desk procedures manual as required.

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**Associate Governmental Program Analyst**  
**Personnel – Administration Division**

B. Supervision Received

The AGPA works under the direction of the SSM I, may also receive direction from the SSM II. The AGPA has frequent contact with departmental employees and Board management for a variety of complex and sensitive personnel issues; daily contact with division management concerning personnel laws, rules, practices, and employee performance issues. Work is performed with authorized prescribed limits and/or an approved plan. The AGPA exercises independent judgment in selecting, interpreting, and reconciling information. Job tasks are governed generally by broad directions, objectives, and policies, usually involving frequently changing conditions and priorities. Assigned tasks make it necessary to determine what data and quality of data are required to make reliable decisions.

C. Supervision Exercised

None

D. Administrative Responsibility

None

E. Personal Contacts

The AGPA has regular daily telephone, written and personal contact with DCA, OHR, and CSLB management, staff and others regarding all laws, rules, regulations, and policies relating to personnel.

F. Actions and Consequences

The work undertaken by this position has an impact on the image, reputation, and financial status of CSLB. Errors and/or lack of judgment and failure to act in a professional, tactful, and respectful manner may cause disruption of the CSLB's personnel operations and could jeopardize relationships established between the CSLB and other contacts (internal and external) and would result in a loss of credibility for the CSLB. Implications of decisions, actions or advice may result in legal and/or financial liability, restrictions on operations, damage to credibility and poor relations with unions and employees.

G. Functional Requirements

No specific physical requirements are present. The incumbent works 40 hours per week in an office setting with artificial light and temperature control. Daily access to and use of a personal computer and telephone is essential. Movement is consistent with office work and requires the incumbent to frequently remain in a stationary position. The incumbent must occasionally position self to perform a variety of tasks, including retrieval of files, and moving boxes and office equipment weighing up to approximately 10-15 pounds.

H. Other Information:

The incumbent must possess good communication skills, use good judgment in decision-making, exercise creativity and flexibility in problem identification and

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resolution, and manage time, workload, and resources effectively. The incumbent must be able to present ideas and information effectively, both verbally and in writing, to a variety of audiences; gain and maintain the cooperation of CSLB management and employees, and OHR staff while performing the assigned duties. This position requires confidentiality and discretion due to the confidential and sensitive nature of the duties. The incumbent may be required to travel occasionally, by various methods of transportation, to DCA headquarters and field offices.

In all job functions, employees are responsible for creating an inclusive, safe, and secure work environment that values diverse cultures, perspectives, and experiences, and is free from discrimination. Employees are expected to provide all members of the public equitable services and treatment, collaborate with underserved communities and tribal governments, and work toward improving outcomes for all Californians.

**I have read and understand the duties listed above and I can perform these duties with or without reasonable accommodation.** (If you believe reasonable accommodation is necessary, discuss your concerns with the hiring supervisor. If unsure of a need for reasonable accommodation, inform the hiring supervisor, who will discuss your concerns with the Health & Safety analyst.)

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Employee Signature Date

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Employee's Printed Name

**I have discussed the duties of this position with and have provided a copy of this duty statement to the employee named above.**

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Supervisor Signature Date

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Supervisor's Printed Name

**Approved: 03/2025 HM**

## Department of Consumer Affairs

Position Duty Statement

HR-041 (new 9/2019)

<b>Classification Title</b> Staff Services Analyst	<b>Board/Bureau/Division</b> Contractors State License Board (CSLB or Board)
<b>Working Title</b> Human Resources Liaison	<b>Administration/ Personnel/Sacramento</b> Administration - Personnel
<b>Position Number</b> 622-110-5157-807	<b>Name and Effective Date</b>

**General Statement:** Under the supervision of the Staff Services Manager I (SSM I), the Staff Services Analyst (SSA), works under supervision, in a training capacity, to provide analysis, training, guidance, assistance, support, and program direction in less complex areas associated with the State's personnel management program regarding all personnel issues, policy and procedure changes and policy implementation to CSLB employees, supervisors, and managers. The incumbent acts as a liaison between the Department of Consumer Affairs (DCA) - Office of Human Resources (OHR) staff and CSLB management and staff on all personnel related issues. The incumbent is expected to consistently exercise a high degree of confidentiality, initiative, responsibility, and independence in performing multiple assignments with competing deadlines while maintaining a strong commitment to customer service. Duties include but are not limited to, the following:

### A. **SPECIFIC ACTIVITIES** [Essential (E) / Marginal (M) Functions]

#### **50% (E) Recruitment and Hiring**

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- Review all Requests for Personnel Action for consistency and compliance with organizational allocations and control agency restrictions. Prepare all personnel transmittal documents to OHR and programs, process all hiring and appointment documents and ensure appropriate completion. Update new and transfer employee packages. Review and evaluate past and current practices and recommend internal personnel policy changes to management for review and approval. **(20%)**
- Ensure job vacancies are filled timely and appropriately. Post job vacancies on the Exam and Cert Online System (ECOS). Perform preliminary eligibility determination on all applications. Prepare and package employment applications to hiring supervisors. Participate on interview panel for job selection and make hiring recommendations, at the request of hiring supervisors. Complete weekly and monthly reports related to position control and filling of vacancies for CSLB management and budget office review. **(10%)**

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Personnel – Administration Division**

**20% (E) Health & Safety and Transactions & Disability Liaison**

- Act as a liaison between CSLB staff and DCA Health and Safety analyst to assist employees with all health and safety questions, in matters relating to workplace injuries, reasonable accommodations, medical leaves, and ergonomic evaluations. Provide guidance and recommendation to managers and supervisors regarding employees working conditions through laws, regulations, and contract interpretation.
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**15% (E) Lower-Level Performance Management**

Advise supervisors on the preventative phase of performance management pertaining to employee relations and recommend courses of action to resolve performance or behavior problems. Review probationary or annual performance reports, first level counseling or disciplinary memoranda, for supervisors and provide assistance in conforming to departmental and control agency guidelines. Draft documents related to employee discipline for CSLB Personnel Manager's review and approval.

**10% (E) Draft Correspondence**

Draft formal correspondence and memoranda for manager's review and signature as directed. Complete Board meeting updates as assigned by management. Perform back-up assistance during co-workers' absence. Perform special projects as assigned.

**5% (M) Training Resource**

Research and recommend new training materials to management and maintain a training resource library. Develops informational material and responds to employee inquiries regarding training resources and strategies for career development. Recommends training courses and reviews individual development plans for consistency and appropriateness. Update desk procedures manual as required.

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- B. Supervision Received  
The SSA works under the supervision of the SSM I, may also receive direction from the SSM II.
- C. Supervision Exercised  
None
- D. Administrative Responsibility  
None
- E. Personal Contacts  
The SSA has regular telephone, written, and personal contact with DCA OHR, and CSLB management, staff and others regarding a variety of less complex and sensitive personnel issues; daily contact with division management concerning personnel laws, rules, regulations, and policies relating to personnel.
- F. Actions and Consequences  
The work undertaken by this position has an impact on the image, reputation, and financial status of CSLB. Errors and/or lack of judgment and failure to act in a professional, tactful, and respectful manner may cause disruption of the CSLB's personnel operations and could jeopardize relationships established between the CSLB and other contacts (internal and external) and would result in a loss of credibility for the CSLB. Implications of decisions, actions or advice may result in legal and/or financial liability, restrictions on operations, damage to credibility and poor relations with unions and employees.
- G. Functional Requirements  
No specific physical requirements are present. The incumbent works 40 hours per week in an office setting with artificial light and temperature control. Daily access to and use of a personal computer and telephone is essential. Movement is consistent with office work and requires the incumbent to frequently remain in a stationary position. The incumbent must occasionally position self to perform a variety of tasks, including retrieval of files, and moving boxes and office equipment weighing up to approximately 10-15 pounds.
- H. Other Information:  
The incumbent must possess good communication skills, use good judgment in decision-making, exercise creativity and flexibility in problem identification and resolution, and manage time, workload, and resources effectively. The incumbent must be able to present ideas and information effectively, both verbally and in writing, to a variety of audiences; gain and maintain the cooperation of CSLB management and employees, and OHR staff while performing the assigned duties. This position requires confidentiality and discretion due to the confidential and sensitive nature of the duties. The incumbent may be required to travel occasionally by various methods of transportation to DCA headquarters and field offices.

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**I have read and understand the duties listed above and I can perform these duties with or without reasonable accommodation.** (If you believe reasonable accommodation is necessary, discuss your concerns with the hiring supervisor. If unsure of a need for reasonable accommodation, inform the hiring supervisor, who will discuss your concerns with the Health & Safety analyst.)

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Employee Signature

Date

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Employee's Printed Name

**I have discussed the duties of this position with and have provided a copy of this duty statement to the employee named above.**

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Supervisor Signature

Date

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Supervisor's Printed Name

**Approved: 03/2025 HM**