



Classification: Staff Services Analyst
Position Number: 880-300-5157-004

DUTY STATEMENT

☐ CURRENT ☒ PROPOSED

RPA Number: 24-300-238	Classification Title: Staff Services Analyst	Position Number: 880-300-5157-004
Incumbent Name: Vacant	Working Title: Data Management Analyst	Effective Date: TBD
Tenure: Permanent	Time Base: Full Time	CBID: R01
Division/Office: Division of Water Rights		Section/Unit: Reporting and Quality Assurance Unit
Supervisor's Name: Eloise Berryman		Supervisor's Classification: Staff Services Manager I (Supervisory)

Human Resources Use Only:	
HR Analyst Approval: <i>Tiffany Pace</i>	Date: 07/21/2025

General Statement
Under the supervision of a Staff Services Manager I(Supervisory), and consistent with good customer service practices and the goals of the State and Regional Board's Strategic Plan, the incumbent is expected to be courteous and provide timely responses to internal/external customers, follow through on commitments, and to solicit and consider internal/external customer input when completing work assignments.
Position Description
The Staff Services Analyst (SSA) is responsible for Water Rights programs administered by the Reporting and Quality Assurance (RQA) Unit. The SSA may audit, calculate, gather, tabulate, compile, reconcile, interpret, and analyze data and other materials related to Water Rights fees, data management, and reporting. They will also coordinate with colleagues, coworkers, management, and/or other stakeholders to provide timely and professional customer service by phone, e-mail, mail, and in person. The SSA is required to research, analyze, and use independent judgment and discretion to interpret and apply statutes, regulations, and policies and procedures.
Essential Functions (Including percentage of time):



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35%	Analyze and process change of ownership, contact information update, and supplemental statement for change request forms (change requests) submitted by water right owners and diverters. Understand and interpret the regulations governing change requests and continuously improve procedures. Track submitted change requests, evaluate place of use maps, accurately update database records, complete required follow up actions and create documents for record keeping. Utilize various resources such as subscription-based map services, public records databases, and water rights files to verify the accuracy of the requested changes. Audit completed assignments for quality assurance.
35%	Respond to inquiries from water right holders, diverters, and the public regarding questions about general water rights information, change requests, and fees using phone and/or email communication. Understand and interpret the regulations governing initial statements, groundwater recordation, groundwater cessations, watermaster reports, and annual water use reporting. Provide water right holders and diverters with phone and/or email assistance and troubleshooting for electronic annual water use reporting. Provide excellent customer service to support stakeholder understanding of water rights programs and increase compliance rates for report submission.
15%	Understand and apply the regulations governing water rights fees. Calculate and validate water right fee amounts and communicate with the California Departments of Tax and Fee Administration (CDTFA) regarding fees and account maintenance. Conduct research related to water rights and fee billings and make recommendations on billing determinations. Resolve issues and complaints related to ownership or fees from water right holders.

Marginal Functions (Including percentage of time):

5%	Coordinate with colleagues in the Division of Water Rights (DWR) in developing mass mail or email communications, fact sheets, web and SharePoint content, training and outreach courses, updated forms or other media for internal staff and the public to ensure the most relevant and accurate information is available. Plan, implement and conduct on-the-job and classroom training for Water Board staff and public users. Make suggestions for improvements in training curriculum and objectives, instructional contents, materials and resources.
5%	Contribute to the process development for documents stored by the Division's electronic content management (ECM). Understand and apply web accessibility standards for electronic documents. Accurately index and tag new documents uploaded into the ECM. Special projects as directed by the Staff Services Manager I.
5%	Perform other duties as required.

Typical Physical Conditions/Demands:

The job requires extensive use of a personal computer and the ability to sit/stand at a desk, utilize a phone, and type on a keyboard for extended periods of time.



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Typical Working Conditions:

The work schedule is Monday through Friday. A regular 40 hour per week schedule is typical with start times ranging between 6:30am-9:30am and end times ranging between 3:00pm-6:00pm.

Supervisor Statement

I certify this duty statement represents an accurate description of the essential functions of this position. I have discussed the duties of this position with the employee and provided the employee a copy of this duty statement.

Supervisor Name	Supervisor Signature	Date
Employee Name	Employee Signature	Date