

California Department of Tax and Fee Administration

DUTY STATEMENT

CURRENT
 PROPOSED

SCHEDULE TO BE WORKED/WORKING HOURS		EFFECTIVE DATE	
CIVIL SERVICE CLASSIFICATION Associate Governmental Program Analyst		WORKING TITLE Analyst	
DIVISION/OFFICE/UNIT EAD/Productions Bureau/Forms and Publications Section		SPECIFIC LOCATION ASSIGNED TO Sacramento HQ	
SEERA DESIGNATION Rank and File	BARGAINING UNIT R01	WORK WEEK GROUP 2	CERTIFICATES REQUIRED None
FINGERPRINTS/BACKGROUND CHECK REQUIRED <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	BILINGUAL POSITION <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	SUPERVISION EXERCISED None	
INCUMBENT		POSITION NUMBER (Agency-Unit-Class-Serial) 291-317-5393-	

The mission of the California Department of Tax and Fee Administration is to make life better for Californians by fairly and efficiently collecting the revenue that supports our essential public services.

POSITION'S ORGANIZATIONAL SETTING AND MAJOR FUNCTIONS

Under general direction of the Staff Services Manager I, the Associate Governmental Program Analyst (AGPA) independently performs the more complex analytical assignments and supports the California Department of Tax and Fee Administration's (CDTFA) Forms and Publications Section management program, by ensuring the CDTFA's forms and publications are developed, produced, stocked, distributed, and disposed of in a manner that effectively meets the needs of the public as well as the business needs of the organization. The AGPA provides consultative services to program managers for complex internal and external forms, publications, and other documents. In accordance with Dymally-Alatorre Bilingual Services Act, the AGPA also coordinates the translation of department materials into various languages. The incumbent must exercise a high degree of initiative and independent judgment in performing the required duties of the position.

Candidate must be able to perform the following essential job functions with or without reasonable accommodation.

PERCENTAGE OF TIME SPENT	DUTIES
45%	<p><u>ESSENTIAL JOB FUNCTIONS</u></p> <p>Independently consults with and provides guidance to various CDTFA divisions in the development and update of internal and external documents including, but not limited to, forms, returns, schedules, publications, newsletters, special notices, and e-blasts. Provides clearance comments and applies the principles of plain language to all documents. Works on multiple assignments with competing priorities concurrently, adjusting priorities as needed. Consults with editors, when needed, to achieve a grammatically correct, clear, and easily understood end product. Negotiates alternate language with program as necessary and provides technical advice regarding flow, word choice, grammar, and punctuation. Evaluates content of departmental forms and studies their effect on work methods and procedures as well as determines their necessity to the operation of the individual programs. Uses problem solving techniques and processes, along with various software applications such as MS Word, Excel, and Acrobat to independently design and develop new and revised forms and publications. Works independently and as part of a team to ensure statewide design specifications are met and accessibility compliance is achieved.</p>
25%	<p>Independently and as part of a team, serves as a proofreader for complex technical materials typeset by the graphic design staff. Ensures proper grammar and punctuation is used as well as consistency is maintained with CDTFA standards for forms, publications, special notices, letters, issue papers, and a variety of other written documents. Works with Technology Services Division on the development and testing of documents as needed. Negotiates with program managers on development and production issues, develops logical and creative solutions to complex problems, recommends solutions to resolve problems, and monitors progress of orders to ensure critical production deadlines are met.</p>

15%	Develops forms and publications usage data for the preparation of annual figures in projecting printing costs for CDTFA and Board of Equalization (BOE) budgets. Monitors and makes recommendations regarding the expenditure of printing funds and researches and resolves discrepancies in printing costs. Works with program areas and an outside translations vendor on the translation of various documents and oversees the process from start to end. Participates in department costing exercises and reviews and analyzes legislation and advises management on budget and personnel impact as it relates to the department's forms and publication management program. Evaluates current processes and creates new procedures to address department form development for emerging technology. Acts as lead for special group projects.
10%	Provides quality control review/approval for printed communication materials, negotiating with outside vendors to resolve inferior or poor-quality deliverables. Together with the Print Coordinator, serves as a liaison between section, Office of State Publishing (OSP), Prison Industry Authority, and private vendors. Writes technical bid specifications and requests vendor bids according to state contract guidelines; initiates contract and printing requests; monitors progress of orders to ensure that production deadlines are met. Performs final quality control review and approval to ensure proper construction and printing. Negotiates with OSP and private vendor representatives on quality and production issues to resolve problems and meet critical deadlines.
5%	<p><u>MARGINAL JOB FUNCTIONS</u></p> <p>Performs other job-related duties as required.</p>

WORK ENVIRONMENT OR PHYSICAL ABILITIES REQUIRED FOR THE JOB (if applicable):

Work Environment:

- High-rise building

Physical Abilities:

- Ability to remain in a stationary position for extended periods of time
- Ability to compare documents being read to documents being seen
- Ability to detect, discern, and listen to documents with screen reader

Additional Requirements/Expectations:

- Use tact while working under pressure and demonstrate sound judgement always
- Communicate professionally with taxpayers and staff at all levels and communicate effectively, both orally and in writing
- Apply policies and procedures in the completion of work assignments

I have read this duty statement and fully understand that I must perform the Essential Job Functions of my position with or without reasonable accommodation.

PRINT EMPLOYEE NAME	EMPLOYEE'S SIGNATURE	DATE
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I certify that the above accurately represents the duties of the position and that I have reviewed these duties with the above named employee.

PRINT SUPERVISOR NAME	SUPERVISOR'S SIGNATURE	DATE
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HRB Approval Date: 09/16/2025	C&P Analyst Initials: KC
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