

Department of Health Care Access and Information
Duty Statement

Employee Name Vacant	Organization Office of Administrative Services	
Position Number 441-163-5393-710	Location Sacramento	Telework Option Hybrid (must reside in California)
Classification Associate Governmental Program Analyst (AGPA)	Working Title Administrative Analyst	

General Description

The incumbent is responsible for complex, sensitive/confidential functions in an administrative and operational support role. The incumbent regularly performs a variety of analytical duties and is expected to consistently exercise a high degree of initiative, independence, and originality in performing assigned tasks. Handles detailed and sensitive customer contacts, as well as independent origination of correspondence, documents, and reports, involving the knowledge and application of detailed regulations, policies, and procedures. Develops system improvements for budgeting, planning, and workforce analysis. Provides analytical assistance on Deputy Admin's Office workload, business process, and sensitive departmental or program issues. Provides administrative analysis on critical and time -sensitive assignments and performs other analytical services and other related work for the Deputy of Administrative Services. This position would be required to be in the office 3 days per week at our office building at 2020 W. El Camino, Sacramento.

Supervision Received

Reports directly to the Deputy Director of Administrative Services

Supervision Exercised

None

Physical Demands

Must possess and maintain sufficient strength, agility, endurance, and sensory ability to perform the duties contained in this duty statement with or without reasonable accommodation.

Typical Working Conditions

Requires prolonged sitting, use of telephone and computer, frequent contact with employees and the public. The standard work schedule is between 8:00 a.m. to 5:00 p.m., Monday through Friday.

Job Duties

E = Essential, M = Marginal

35%	E	Perform complex work within Administrative Services to help define, develop, and document processes, including interviews with end-users to extract and translate business needs into system requirements. Take a lead role in assisting with planning, monitoring, eliciting, organizing, verifying, and validating processes or solution requirements. Ability to identify process bottlenecks, mapping current and future workflows, and designing streamlined workflows while maintaining policy and compliance requirements. Collaborating on a wide range of interdisciplinary tasks, prioritizing workload based on the intricate and confidential demands of the Deputy
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of Administrative Services. Perform gap and process analysis and requirements for management and communication. Must demonstrate extreme tact and professionalism in verbal and written communication.

35%	E	Establish and maintain positive relationships with senior management team, program staff, and other key stakeholders and customers. Resolve critical issues with customers. Drive effective communications across the department and promote consistency, transparency, and a unified message that conforms to the Department's values. Develop and maintain administrative service procedures. Propose recommendations to leadership on administrative functions, advising management on the impact or potential impact of organizational change. Responsible for executing the duties of Procurement liaison and Accounting and Budgets liaison. Responsible for setting up interviews, monitoring inboxes, and office main line.
15%	E	Responsible for arranging the calendars and managing the appointments of the Administrative Deputy. Accountable for developing agendas, keeping a record of meetings, and reminding the key personnel as well as other participants of any schedule adjustments and cancellations. Responsible for booking venues, arranging logistics, processing travel arrangements, and managing itinerary in accordance with the specifications of the Deputy in a detailed, consistent, accountable manner.
10%	E	Provides support within the Office of Administrative Services and for senior leaders, serves as the primary contact for internal and external constituencies on matters pertaining to Administrative Services and/or the Department. Serves as the liaison to the Admin leaders; organizes and coordinates meetings. Effectively communicates both orally and in writing information and data toward the resolution of complex matters. Leads the administrative support functions including processing incoming mail, payroll disbursements, procurement of goods, and creating a requisition and receipt for orders.
5%	E	Performs other administrative duties, special projects, and department-level assignments as required by the Deputy of Administrative Services.

Other Expectations

- Demonstrate a commitment to HCAI's Mission, Vision, and Goals.
- Demonstrate a commitment to HCAI's Core Values and Guiding Principles.
- Demonstrate a commitment to handling sensitive and confidential matters with discretion and professionalism.
- Demonstrate the ability to plan strategically, set realistic goals, and measure performance outcomes; prioritize work assignments and successfully complete them by specified deadlines.

- Represent HCAI in an ethical manner with respect, professionalism, and integrity.
- Demonstrate a commitment to building an inclusive work environment that promotes HCAI's diversity, equity and belonging where employees are appreciated and comfortable as their authentic selves.
- Demonstrate a commitment to maintaining a work environment free from workplace violence, discrimination, and sexual harassment.
- Maintain good work habits and adhere to all HCAI policies and procedures.

To Be Signed by the Employee and Immediate Supervisor

I have read and understand the duties and expectations of this position

I have discussed the duties and expectations of this position with the employee.

Employee Signature/Date

Supervisor Signature/Date