

State of California - Department of Social Services

DUTY STATEMENT

EMPLOYEE NAME:

Vacant

CLASSIFICATION:

Staff Services Analyst (General)

POSITION NUMBER:

800-697-5157-XXX

DIVISION/BRANCH/REGION: (UNDERLINE ALL THAT APPLY)

Administration/Human Resource Services Branch

BUREAU/SECTION/UNIT: (UNDERLINE ALL THAT APPLY)

Compliance, Data, Automation/Branch Operations

SUPERVISOR'S NAME:

Cacee Belton

SUPERVISOR'S CLASS:

Staff Services Manager I

SPECIAL REQUIREMENTS OF POSITION (CHECK ALL THAT APPLY):

Designated under Conflict of Interest Code.

Duties require participation in the DMV Pull Notice Program.

Requires repetitive movement of heavy objects.

Performs other duties requiring high physical demand. (Explain below)

☒ None

Other (Explain below)

I certify that this duty statement represents an accurate description of the essential functions of this position.

I have read this duty statement and agree that it represents the duties I am assigned.

SUPERVISOR'S SIGNATURE

DATE

EMPLOYEE'S SIGNATURE

DATE

SUPERVISION EXERCISED (Check one):☒ None

Supervisor

Lead Person

Team Leader

FOR SUPERVISORY POSITIONS ONLY: Indicate the number of positions by classification that this position DIRECTLY supervises.

Total number of positions for which this position is responsible:

FOR LEADPERSONS OR TEAM LEADERS ONLY: Indicate the number of positions by classification that this position LEADS.

MISSION OF ORGANIZATIONAL UNIT:

The Compliance, Data, and Automation Bureau specializes in providing structural support of the California Department of Social Services (CDSS), with an emphasis on the daily operations of the Human Resource Services Branch (HRSB). Through our Quality Assurance, Audits, Branch Operations, and ServiceNow teams, we advance the foundations of the Human Resources experience. Branch operations encompass the day-to-day activities and management of the Human Resource Service Branch's physical location, ensuring efficient and compliant processes, optimal customer service, and adherence to Branch business objectives, relevant regulations, industry standards, and CDSS policies.

CONCEPT OF POSITION:

Under the supervision of the Staff Services Manager I, and in a training capacity, the Branch Operations Staff Services Analyst (SSA) General (G), will learn the practical application of administrative principles and perform a variety of analytical and administrative activities to support the Branch Operations Associate Governmental Program Analyst (AGPA). The SSA (G) applies analytical personnel management principles and interprets and applies State Civil Service laws and rules and departmental HR laws, rules, policies, and procedures to complete the less complex analytical work related to HR administrative and personnel issues.

A. RESPONSIBILITIES OF POSITION:

35% Personnel Liaison

Report of Personnel Actions: Serve as the HRSB Personnel liaison backup to facilitate less complex HRSB personnel actions (e.g., Hiring, Promotion, Transfer/Reinstatement, Separation, or change in pay or leave status). In a learning capacity, the SSA G will assist the AGPA to gather, log, review, analyze, and monitor personnel-related actions, and consult with and make recommendations to other HR stakeholders (Classification and Pay, Exams and Certification, Position Control, Payroll, Managers) and external candidates to facilitate accurate Request for Personnel Action (RPA) packages. Interprets and applies State Civil Service laws and rules and departmental HR laws, rules, policies, and procedures and works closely with the Branch Operations Analyst to review and facilitate RPA packages. Assist to track and reconcile positions on the HRSB organization charts and use Microsoft Visio Professional (Visio) to update position changes, convert Organizational Charts from Visio to Adobe Professional, guarantee CDSS accessibility policy compliance, upload HRSB Organizational charts to SharePoint, and update HRSB employee rosters. Employee Onboarding: Process new HRSB hires to establish security access to the CDSS buildings and systems (e.g., plan and arrange employee access badge appointments and equipment, collaborating with HRSB supervisors, Quality Assurance Unit, and Information Systems Division to grant appropriate access to secure Human Resources and State Controller Office business systems, and email accounts, and plan and execute setup of HRSB employee workstations (laptop installation and testing, and VOIP or cellular phones). Employee Offboarding/Separation: Complete employee offboarding processes (e.g., review and submit requests to terminate access to CDSS Information technology, the collection of HRSB issued cellular phones, computers, monitors, mice, docking stations, and other assigned equipment; verification of collection and cancellation of CDSS building access badge on the final day of work; collaborating with the employee supervisor or designee to collect, package, and return personal items to the separated employee).

25% Contracts and Procurement Management

Log, track, and initiate HRSB non-IT and less complex IT-related contracts and service orders for HRSB. Use the AA-18 process to procure non-technical HRSB equipment and supplies. Assist the Information Technology Service Request (ITSR) contracts and procurements Business Liaison and Administration Division Information Technology Acquisition Plan (ITAP) Coordinator. Attend weekly ITSR status check-ins with the Information System Division's software contract Information Technology Acquisition Plan (ITAP) Coordinator. Assist the AGPA with ITAP Coordinator processes. Track computer, iPhone, monitor, and computer accessories assigned to HRSB employees. Work with the AGPA to place rapid requests with ISD for hardware, iPhones, and monitors for the repair, replacement, or refresh of hardware and iPhones. Plan and execute HRSB employee workstation setups (e.g., installation includes testing and replacement of faulty docking stations, data cables, laptop docking stations; verification of working VoIP phone telephone lines. Track new hire computing hardware and cellular phones, creating, tracking and termination of employee access to CDSS electronic accounts.

20% Communication Management

Assist with internal and external communications, including written correspondence, digital messaging, and SharePoint content. Create, review, modify, and forward HRSB electronic memorandums for Division approval. Ensure all materials are clear, accessible, and aligned with organizational standards. Support the HRSB programs with less complex accessibility projects to develop and maintain effective, user-friendly digital content for all stakeholders. Work with the AGPA to review, post, retain, store, and delete all HRSB staff and other digital correspondence. Train to serve as the Lead backup Certified Accessibility Representative (Super User).

15% Operations Management

Assist with internal and control agency audits. Revise and make recommendations on office procedures. Retain HRSB records and purge expired online and physical documents in compliance with the HR Records Retention Schedule.

5% Other duties as assigned.

B. SUPERVISION RECEIVED:

The incumbent receives general direction from the SSM I and lead direction from the AGPA. The incumbent is required to exercise initiative and resourcefulness in carrying out the responsibilities of the position.

C. ADMINISTRATIVE RESPONSIBILITY:

The SSA G functions as an analyst in a training capacity with the ability to identify and resolve issues surrounding Branch Operations. This position will have responsibility for identifying and resolving administrative issues within the HRSB.

D. PERSONAL CONTACTS:

The SSA G is responsible for providing support, advice, and assistance to the HRSB specifically, and occasionally CDSS, CalHHS, and SCDD employees.

E. ACTIONS AND CONSEQUENCES:

Failure to use good judgment in handling sensitive and confidential information could result in sensitive and/or incorrect information being released to unauthorized persons. Non-compliance of laws and rules can jeopardize the Department's delegated authority in making personnel decisions.

F. OTHER INFORMATION:

State of California - Department of Social Services

DUTY STATEMENT

EMPLOYEE NAME:

Vacant

CLASSIFICATION:

Associate Governmental Program Analyst

POSITION NUMBER:

800-697-5393-XXX

DIVISION/BRANCH/REGION: (UNDERLINE ALL THAT APPLY)

Administration/Human Resource Services Branch

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Cacee Belton

SUPERVISOR'S CLASS:

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DATE

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Team Leader

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CONCEPT OF POSITION:

Under the direction of the Staff Services Manager I, the Branch Operations Associate Governmental Program Analyst (AGPA) is a subject matter expert and plays a pivotal role in ensuring smooth operations within the Human Resource Services Branch and Administration Division. The AGPA completes the more responsible, varied, and difficult assignments and provides comprehensive analytical and administrative support for the day-to-day operations of the HRSB and Administration Division. It includes managing administrative tasks, assisting with workflow management, and ensuring that internal policies and procedures are followed.

A. RESPONSIBILITIES OF POSITION:

40% Personnel Liaison

Report of Personnel Actions: Act as the primary liaison for various personnel-related matters to ensure a smooth transition for new and separating employees. Serve as the HRSB Personnel liaison coordinator for various HRSB personnel actions (e.g., Hiring, Promotion, Transfer/Reinstatement, Separation, or change in pay or leave status). Serve as a Subject Matter Expert (SME) and the lead contact for personnel-related actions and issues; communicates with other HR stakeholders (Classification and Pay, Exams and Certification, Position Control, Payroll, Managers) and external candidates to ensure personnel actions are processed correctly and timely in the Employee Service Center, Human Resource Portal ServiceNow (SN), and Examination and Certification Online System; initiate the Request for Personnel Action (RPA) utilizing the Employee Service Center and ensure relevant paperwork is included to detail personnel changes and manage and complete tasks in ServiceNow; review and input HRSB recruitment packages into the California Examination and Certification Online System and serve as a liaison to communicate between hiring supervisors and Exams and Certification. Independently track and reconcile positions on the Administration Division and HRSB organization charts, use Microsoft Visio Professional (Visio) to update position changes, convert Organizational Charts from Visio to Adobe Professional, guarantee CDSS accessibility policy compliance, upload HRSB, Administration Division, and California Health & Human Services Agency Organizational charts to SharePoint; update HRSB employee rosters. Employee Onboarding: Manage HRSB new hires to establish security access to the CDSS buildings and systems. Lead Staff Services Analyst (G) to complete access security processes. Employee Offboarding/Separation: Manages RPA process to separate employees. Lead Staff Services Analyst (G) to complete the RPA separation process.

35% Business Liaison and Information Technology Acquisition Plan (ITAP) Coordinator

Serve as Information Technology Service Request (ITSR) contracts and procurements Business Liaison and Administration Division's Information Technology Acquisition Plan (ITAP) Coordinator. Business Liaison: Central point of contact/liaison with ISD and act as spokesperson for HRSB to work closely with their Information Technology Service Request (ITSR) counterpart to identify business needs that would be improved with application of a technology solution; Work on annual business oriented IT plans developed by the ITSRs, and complete comprehensive statewide IT projects that receive support from the Office of Systems Integration. Understand the PAL process and provide guidance to Division staff in the preparation of required project documentation (e.g., ITSR and/or PAL documentation). Attend weekly ITSR status check-ins with the Information System Division's software contract Information Technology Representative, prioritize new and existing ITSRs based on deadlines and business impact. Track and ensure ITSRs valued at \$20,000 or more are included in the ITAP. Meet with vendors by phone, online, and in person. Review and submit ITSRs to IT. Enter approved ITSRs into FISCAL. Manage procurement card (P-Card) and may use the P-Card and AA 18 processes to purchase technological supplies for Administration Division programs. ITAP Coordinator: Manages ITAP Coordinator projects and assigns work to be completed by the Staff Services Analyst (G). Workstation Maintenance: Manage workstation processes and assigns work to be completed by the Staff Services Analyst (G).

20% Communication Management

Manage internal and external communications, including written correspondence, digital messaging, and SharePoint content. Create, review, modify, and forward HRSB electronic memorandums for Division approval. Ensure all materials are clear, accessible, and aligned with organizational standards. Serve as HRSB Lead Certified Accessibility Representative (Super User) and support the HRSB and Administration Division programs with advanced accessibility projects to develop and maintain effective, user-friendly digital content for all stakeholders, and manage HRSB SharePoint (internal) content. Manage HRSB's SharePoint (intranet) content to ensure accuracy and compliance with CDSS' accessibility policy and HRSB's retention schedule.

5% Operations Management: Adhere to relevant regulations, industry standards, and CDSS policies to ensure legal and ethical operations; assist with internal and control agency audits; revise and assist with the implementation and distribution of office procedures to HRSB employees.

B. SUPERVISION RECEIVED:

The incumbent receives general direction from the SSM I. The incumbent is required to exercise independence, initiative, and resourcefulness in carrying out the responsibilities of the position.

C. ADMINISTRATIVE RESPONSIBILITY:

The AGPA functions as a skilled and independent analyst with the ability to identify and resolve issues surrounding Branch Operations. This position will have responsibility for identifying and resolving administrative issues within the HRSB.

D. PERSONAL CONTACTS:

The AGPA is responsible for providing support, advice, and assistance to the HRSB specifically, and occasionally CDSS, CalHHS, and SCDD employees.

E. ACTIONS AND CONSEQUENCES:

Failure to use good judgment in handling sensitive and confidential information could result in sensitive and/or incorrect information being released to unauthorized persons. Non-compliance of laws and rules can jeopardize the Department's delegated authority in making personnel decisions.

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