

State of California - Department of Social Services

DUTY STATEMENT

EMPLOYEE NAME:

Vacant

CLASSIFICATION:

Associate Governmental Program Analyst

POSITION NUMBER:

800-641-5393-709

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

Administration/Management & Staff Services Analyst

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

Business Services Bureau/Facilities Support Section

SUPERVISOR'S NAME:

Susan Svensson

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:

To provide administrative support and the highest quality of customer service in an efficient, professional, and dependable manner to the California Department of Social Services (CDSS) management and staff to enable them to better support the people of California experiencing need.

CONCEPT OF POSITION:

Under the general direction of the Staff Services Manager I (SSM I), Facilities Support Section (FSS), the Associate Governmental Program Analyst (AGPA) independently performs the more complex analytical and technical work associated with facilities support activities. The FSS is responsible for providing facilities management, planning, and proper building maintenance for CDSS-occupied buildings. The FSS works as the liaison between CDSS programs and the Department of General Services for the management of departmental office spaces.

A. RESPONSIBILITIES OF POSITION:

- | | |
|-----|---|
| 30% | Independently researches and analyzes issues associated with leased and state-owned facilities. Conducts research and develops recommendations for management related to space needs. Negotiates with control agencies, Department of General Services (DGS), and private lessors to address space concerns. Initiates work orders with building manager or other appropriate contacts. Communicates effectively, both orally and in writing, to departmental management, staff, and vendors regarding the processes and status of building operations and projects in accordance with expectation and established Departmental protocol. Tracks the progress of work orders and follows up to ensure the projects are completed on time. |
| 25% | Independently researches and analyzes the operational needs for contractual services for facilities. Drafts formal agreement documents in accordance with established departmental guidelines that specifies the criteria of a contract between CDSS and the vendor. Develops bid specifications and conducts vendor walk through for bid purposes. Clarifies questions vendors may have regarding specifications. Schedules work and monitors contracts and budgets. |
| 20% | Reviews and analyzes rent adjustments throughout the fiscal year by assigned location and program, audits DGS billing to verify accuracy of changes, and prepares rent schedules. Leads projects which include renewing, relocating, extending, or terminating lease contracts. |
| 15% | Researches, analyzes, and uses judgment and discretion to interpret and apply various rules, regulations, and procedures pertaining to facility planning, lease renewals/acquisitions, and health and safety to perform various consultative and analytical tasks. Develops new policies and procedures associated with changes to rules and regulations. Prepares correspondence to the Prison Industry Authority, DGS, and outside vendors pertaining to business operations. Configures the set-up and tear-down of furniture placement for space planning and event requests. |
| 5% | Conducts evaluations of various business services systems and processes. Makes recommendations for improvement to management. Independently performs site surveys and program unit allocation exercises as assigned. Independently develops modular systems furniture (MSF) reconfiguration drawings. Performs other related duties to help support the FSS. |
| 5% | Performs administrative duties including, but not limited to: adherence to Departmental policies, rules, and procedures; submits administrative requests including leave, overtime, travel, and training in a timely and appropriate manner; accurately reports time; and submits time sheets by the due date. |

B. SUPERVISION RECEIVED:

The AGPA receives general direction from the SSM I of the FSS and, as needed, receives assignments and direction from the Chief of the Management and Staff Services Branch and Chief of the Business Services Bureau.

C. ADMINISTRATIVE RESPONSIBILITY:

None

D. PERSONAL CONTACTS:

The AGPA has daily contact with all levels of departmental employees, as well as representatives of other state agencies, control agencies and private industry.

E. ACTIONS AND CONSEQUENCES:

The AGPA is responsible for carrying out the BSB goals and objectives while ensuring compliance with state regulations and guidelines governing these programs. Poor judgment or improper direction in any of these areas could result in personal injury, property damage, filing of legal action or employee grievances, severe financial liability to the state and negatively impact the Department's ability to achieve its mission and goals.

F. OTHER INFORMATION:

The AGPA must possess good interpersonal and communication skills, frequently work under time pressure demands, and often must maintain professional composure when there are conflicting demands of the various interested parties.

Excellent customer service is an expectation of the person in this position. The AGPA must be willing to listen while showing care and concern, make themselves available to customers, be willing to work towards the development of solutions to problems, and must demonstrate competence and confidence.

The AGPA on occasion may be required to pull, bend, and lift in order to move furniture. Overtime and overnight travel to out-stationed offices are required to perform the duties and responsibilities of this position.

State of California - Department of Social Services

DUTY STATEMENT

EMPLOYEE NAME:

Vacant

CLASSIFICATION:

Staff Services Analyst

POSITION NUMBER:

800-641-5157-709DIVISION/BRANCH/REGION: *(UNDERLINE ALL THAT APPLY)***Administration/Management & Staff Services Branch**BUREAU/SECTION/UNIT: *(UNDERLINE ALL THAT APPLY)***Business Services Bureau/Facilities Support Section**

SUPERVISOR'S NAME:

Susan Svensson

SUPERVISOR'S CLASS:

Staff Services Manager ISPECIAL 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)*
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- ☐ Other *(Explain below)*

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EMPLOYEE'S SIGNATURE

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SUPERVISION EXERCISED *(Check one)*:

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MISSION OF ORGANIZATIONAL UNIT:

To provide administrative support and the highest quality of customer service in an efficient, professional, and dependable manner to the California Department of Social Services (CDSS) management and staff to enable them to better support the people of California experiencing need.

CONCEPT OF POSITION:

Under the direct supervision of the Staff Services Manager I (SSM I), Facilities Support Section (FSS), the Staff Services Analyst (SSA) performs analytical and technical work associated with facilities support activities. The FSS is responsible for providing facilities management, planning, and proper building maintenance for CDSS-occupied buildings. The FSS works as the liaison between CDSS programs and the Department of General Services for the management of departmental office spaces.

A. RESPONSIBILITIES OF POSITION:

- | | |
|-----|---|
| 30% | Participate in the research and analysis of issues associated with leased and state-owned facilities. Conducts research and develops recommendations for management related to space needs. Negotiates with control agencies, Department of General Services (DGS), and private lessors to address space concerns. Initiates work orders with building manager or other appropriate contacts. Communicates effectively, both orally and in writing, to departmental management, staff, and vendors regarding the status of building operations and projects in accordance with expectation and established Departmental protocol. Tracks the progress of work orders and follows up to ensure the projects are completed on time. |
| 25% | Assists with research and analysis of the operational needs for contractual services for facilities. Prepares drafts of formal agreement documents in accordance with established departmental guidelines that specifies the criteria of a contract between CDSS and the vendor. Assists in developing bid specifications and conducts vendor walk through for bid purposes. Tracks questions vendors may have regarding specifications and seeks out answers from appropriate resources. Schedules work and monitors contract funds. |
| 20% | Reviews and analyzes rent adjustments throughout the fiscal year by assigned location and program, audits DGS billing to verify accuracy of changes, and updates rent schedules. |
| 10% | Researches, analyzes, and uses judgment and discretion to interpret and apply various rules, regulations, and procedures pertaining to facility planning, lease renewals/acquisitions, and health and safety to perform various consultative and analytical tasks. Prepares correspondence to the Prison Industry Authority, DGS, and outside vendors pertaining to business operations. Configures the set-up and tear-down of furniture placement for space planning and event requests. |
| 10% | Conducts evaluations of various business services systems and processes. Makes recommendations for improvement to management. Serves as the SharePoint Super User for the FSS and performs updates as requested to internal and external sites. Performs site surveys and program unit allocation exercises as assigned. Assists in the development of modular systems furniture (MSF) reconfiguration drawings. Performs other related duties to help support the FSS. |
| 5% | Performs administrative duties including, but not limited to: adherence to Departmental policies, rules, and procedures; submits administrative requests including leave, overtime, travel, and training in a timely and appropriate manner; accurately reports time; and submits time sheets by the due date. |

B. SUPERVISION RECEIVED:

The SSA receives direct supervision from the SSM I of the FSS and, as needed, receives assignments and direction from the Chief of the Management and Staff Services Branch and Chief of the Business Services Bureau.

C. ADMINISTRATIVE RESPONSIBILITY:

None

D. PERSONAL CONTACTS:

The SSA has daily contact with all levels of departmental employees, as well as representatives of other state agencies, control agencies and private industry.

E. ACTIONS AND CONSEQUENCES:

The SSA is responsible for carrying out the BSB goals and objectives while ensuring compliance with state regulations and guidelines governing these programs. Poor judgment or improper direction in any of these areas could result in personal injury, property damage, filing of legal action or employee grievances, severe financial liability to the state and negatively impact the Department's ability to achieve its mission and goals.

F. OTHER INFORMATION:

The SSA must possess good interpersonal and communication skills, frequently work under time pressure demands, and often must maintain professional composure when there are conflicting demands of the various interested parties.

Excellent customer service is an expectation of the person in this position. The SSA must be willing to listen while showing care and concern, make themselves available to customers, be willing to work towards the development of solutions to problems, and must demonstrate competence and confidence.

The SSA on occasion may be required to pull, bend, and lift in order to move furniture. Overtime and overnight travel to out-stationed offices are required to perform the duties and responsibilities of this position.