

**Department of Health Care Access and Information  
Duty Statement**

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| <b>Employee Name</b><br>Vacant                                  | <b>Organization</b><br>Office of Administrative Services<br>Procurement and Contract Services Branch |                                  |
| <b>Position Number</b><br>441-163-5393-709                      | <b>Location</b><br>Sacramento                                                                        | <b>Telework Option</b><br>Hybrid |
| <b>Classification</b><br>Associate Governmental Program Analyst | <b>Working Title</b><br>Facilities Coordinator                                                       |                                  |

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| <b>General Description</b><br>Under the general direction of the Staff Services Manager I (SSMI), the incumbent is responsible for independently performing technical and analytical work within the Procurement and Contract Services branch, Business Services Unit, in a variety of functions, including the more complex business services activities for Health Care Access and Information (HCAI). The incumbent is responsible for communication with various levels of management and stakeholders on project status. The incumbent supports administrative systems and practices pertaining to facilities coordination, hybrid work structure, records management, departmental trainings, and continuity planning. Assists with planning, maintenance and operations of HCAI facilities, including space management, lease coordination, and sustainability initiatives.                                              |                                                                                                                                                                                                                                                                             |
| <b>Supervision Received</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | Under direction, the incumbent reports to the Business Services Staff Services Manager I (Sup).                                                                                                                                                                             |
| <b>Supervision Exercised</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | None.                                                                                                                                                                                                                                                                       |
| <b>Physical Demands</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | 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.                                                                                     |
| <b>Typical Working Conditions</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | Requires prolonged sitting, use of telephone, desktop and laptop computers, and frequent contact with programs, stakeholders, and control agencies. Work hours are 8:00 a.m. to 5 p.m., Monday through Friday and extra hours may be necessary beyond scheduled work hours. |
| <b>Job Duties</b><br><b>E = Essential, M = Marginal</b><br><br>40%    E        Serves as a program analyst and point of contact for facilities management functions and related operational projects. Independently researches, analyzes, and develops recommendations for facility related needs, ensuring compliance with departmental policies, procedures, and state requirements. Assists in the Development, implementation, and maintenance of Facilities Management procedures and guidelines. Interprets and applies provisions of the State Administrative Manual (SAM), Government Codes, Labor Codes, and other applicable statutes and regulations related to facilities management, space planning, and departmental operational needs. Monitors and manages the Business Services mailbox to coordinate facility service requests and maintenance needs submitted by departmental staff. Process routine service |                                                                                                                                                                                                                                                                             |

requests or escalate issues to management as appropriate. Responds to incoming facility-related service requests via email, walk-up, phone, or online portal. Determines the appropriate course of action, identifies responsible staff or service providers, and routes requests for management review or approval to ensure timely and effective resolution. Collaborate with staff, management, and external partners to ensure the timely completion of service requests and maintain high standards of customer service. Resolves routine facilities issues independently and notify management of complex or recurring facility-related concerns, repair needs, or safety issues. Uses the department's property management ticketing system to document, track, and monitor the status of all service requests and facility maintenance activities.

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| 30% | E | Serves as a facility liaison, collaborating with internal staff, management, vendors, and property management to ensure efficient operations and high-level customer service. Reviews and reconcile vendor invoices in Fi\$Cal to ensure deliverables and service requirements are met. Manages employee requests related to parking, building access, and alternative commute programs. Coordinates routine and preventative maintenance with property management to ensure facilities meet lease and safety standards. Administers the department's security access and identification badge systems, maintaining user access levels and resolving technical or security issues. Provides backup support for conference room coordination, ensuring meeting logistics and scheduling are effectively managed. Supports departmental telecommunications services, including account maintenance and invoice review.       |
| 25% | E | Maintains and reconciles departmental asset inventories in compliance with SAM and DGS requirements. Prepares annual asset reports, surplus documentation, and Fi\$Cal entries. Coordinates moves and ensures sensitive or capitalized property is properly tracked and tagged. Acts as Records Management Assistant Coordinator (RMAC), ensuring departmental compliance with SAM and California Records and Information Management (CalRIM) program standards. Reviews retention schedules, authorizes record destruction or transfer, and coordinates with program staff on records lifecycle activities. Provides mailroom support as needed, processing incoming and outgoing correspondence and coordinating package deliveries. Supports the department's forms management program by reviewing, updating, and maintaining official forms to ensure compliance with state standards and accessibility requirements. |
| 5%  | M | Performs other analytical or administrative duties and special projects as assigned.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |

#### **Other Expectations**

- Demonstrates a commitment to performing duties in a manner consistent with HCAI's core values and communication protocol.
- Ability to communicate effectively orally and in writing.
- Shows initiative in improving work environment, identifying and correcting errors, initiates work activities.
- Demonstrates a commitment to perform work in a confidential manner.
- Maintains good work habits and adheres to all HCAI policies and procedures.
- Demonstrates a commitment to HCAI's mission, vision, and goals.

- Demonstrates a commitment to HCAI's core values.

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**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.

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Employee Signature/Date

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Supervisor Signature/Date