

DUTY STATEMENT

Employee Name: VACANT	
Classification: AGPA	Effective Date:
Working Title: Return to Work Analyst	Position Number: 312-200-5393-XXX
Collective Bargaining Unit: R01	Work Location: 11120 International Drive, Suite 200, Rancho Cordova, CA 95670
Center/Office/Division/Unit: Administration/Human Resources	Tenure/Time Base: Permanent / Full Time

All employees shall possess the general qualifications, as described in California Code of Regulations Title 2, Section 172, which include, but are not limited to integrity, honesty, dependability, thoroughness, accuracy, good judgment, initiative, resourcefulness, and the ability to work cooperatively with others.

Emergency Medical Services Authority (EMSA) is responsible for the equitable coordination, administration, and integration of the statewide emergency medical services system to reduce suffering and save lives throughout California.

This position requires the incumbent to maintain consistent and regular attendance; communicate effectively (orally and in writing) in dealing with the public and/or other employees; develop and maintain knowledge and skill related to specific tasks, methodologies, materials, tools, and equipment; complete assignments in a timely and efficient manner; and adhere to departmental policies and procedures.

During emergency operations, may be required to work in EMSA's Departmental Operations Center, other governmental Emergency Operations Centers, or in EMSA's field Mission Support Teams to provide assistance in emergency response and recovery activities. EMSA staff are required to complete emergency management and Incident Command System training based on their respective roles in a response and participates in periodic departmental and statewide readiness drills and exercises. Under these emergency operations, staff need to work effectively and cooperatively under stressful conditions with short lead times; work weekends, holidays, extended and rotating shifts (day/night); and may be required to travel statewide for extended periods of time and on short notice.

Competencies

The competencies required for this position are found on the classification specification for the classification noted above. Classification specifications are located on the [California Department of Human Resource's Job Descriptions webpage](#).

Job Summary

Under the direction of Staff Services Manager I (SSMI) Supervisor, Associate Governmental Program Analyst (AGPA) in the Human Resources (HR) Branch of the Emergency Medical Services Authority (EMSA), works as an independent analyst to provide personnel analysis and program direction. This position will promote and be accountable for support, customer satisfaction, and quality services while providing recommendations that promote innovative solutions in the field of policy, procedures, and other HR related services to meet the customer needs for EMSA. The AGPA will operate in accordance with California Department of Human Resources (CalHR), State Personnel Board (SPB), The State Controller's Office (SCO), and EMSA policies and procedures.

Special Requirements

- ☐ Conflict of Interest (COI)
- ☐ DMV Pull Notice Required
- ☐ Background Check and/or Fingerprinting Clearance
- ☐ Medical Clearance
- ☒ Travel Required: 5 (percentage)
- ☐ Bilingual: Pass a State written and/or verbal proficiency exam in
- ☐ License/Certification:
- ☒ Telework Eligible: This position may be eligible for telework. The amount of telework permitted is at the discretion of the Department and is subject to change, consistent with EMSA's Telework Program.
- ☐ Other:

Essential Functions (including percentage of time)

- 20% Serves as the subject matter expert on all medical, disability, and leave of absence (LOA) cases. Identifies and researches options and alternatives to facilitate return to work and resolve issues. Issues approval/denial letters to employees requesting leave; provides consultative services to staff and management regarding medical management leave programs; ensures employees meet eligibility criteria. Works with employees to process LOA requests and ensures the required documentation and approvals are obtained. Works with employees and managers to properly return employees to work after LOA. Reviews claim data to identify work restrictions or action to be taken, and provides recommendations to management, including facilitating and coordinating modified duty requests. Maintains and updates employee LOA files. Processes continuation of benefit forms to maintain employee health benefits while on leave in accordance with applicable laws, rules, regulations, and bargaining unit contract language. Responsible for processing employment history, payroll, and leave accounting activities related to LOA. Audits and reconstructs employment history, pay history, and leave/attendance, if needed. Assists other employees in HR on matters

related to medical/disability or issues that may cross over into other disciplines. Prioritizes and organizes personnel workload to ensure timeframes are met using monthly cutoff calendars, organization, and communication skills on an ongoing basis to ensure timely and accurate processing.

- 20% Serves as the primary liaison with the State Compensation Insurance Fund (SCIF), SCIF claimants, SCIF adjusters, CalHR, physicians and vocational rehabilitation consultants. Manages workers' compensation claims; ensures the department is in compliance with workers' compensation laws, rules, regulations, bargaining unit contract language, control agency directives. Tracks and monitors claims; consults with program management regarding claims; sends notice and proper documentation to employees who may have been injured in the workplace, provides information to injured workers regarding claims processing, benefit levels, forms, return to work issues, and provides recommendations and options. Works with management, Legal Division, and SCIF regarding claims settlement and adjudication issues; consults with management in making recommendations regarding claims settlements; prepares written correspondence and reports as necessary; completes or assists in the completion of accurate Employer's First Reports of Occupational Injury/Illness to SCIF.
- 20% Independently researches and determines employee eligibility for leave under the Family and Medical Leave Act (FMLA)/California Family Rights Act (CFRA) consistent with FMLA and CFRA laws, rules, regulations, bargaining unit contract language, control agency directives. Prepares, distributes, tracks and sends form letters notifying employees and their supervisors of eligibility; develops FMLA leave tracking files and monitors leave to ensure accuracy; creates and maintains case files; provides information regarding benefits, compensation, supplementation of leave credits; maintains contact with employees and in certain situations with employee family members. Processes FMLA/CFRA requests; reviews medical certifications for accuracy and completeness to make a determination; informs employees of their rights and responsibilities under these benefits within required timeframes as governed by laws, rules, regulations, bargaining unit contract language, control agency directives.
- 20% Independently administers the State Disability Insurance (SDI) and the Non-Industrial Disability Insurance (NDI) wage continuation programs; serves as liaison to the Employment Development Department (EDD), State Controller's Office, CalHR, and employees. Interprets, analyzes, and applies applicable laws, rules, and regulations; manages and processes claims, providing technical guidance to employees including the coordination of other benefits to which the employee may be entitled. Maintains contact with employees and in certain situations with employee family members.
- 15% Processes and manages requests for reasonable accommodation (RAs). Coordinate RA requests with unit, program, region, and Business Services staff for evaluation and timely implementation. Perform comprehensive documentation of interactive process discussions, research, analysis and decision-making.

Marginal Functions (including percentage of time)

- 5% Act as back up to the Personnel Specialist and Transactions Analyst. Other duties as

required. Occasional overnight travel throughout the state may be required based on state of emergencies.

☐ I certify this duty statement represents an accurate description of the essential functions of this position. I have discussed the duties and have provided a copy of this duty statement to the employee named above.		☐ I have read and understand the duties and requirements listed above and am able to perform these duties with or without reasonable accommodation. (If you believe reasonable accommodation may be necessary or if unsure of a need for reasonable accommodation, inform the hiring supervisor.)	
Supervisor's Name:	Date	Employee's Name:	Date
Supervisor's Signature	Date	Employee's Signature	Date

HRD Use Only:

Approved By: CO

Date: 11/12/25

DUTY STATEMENT

Employee Name: VACANT	
Classification: SSA	Effective Date:
Working Title: Return to Work Analyst	Position Number: 312-200-5157-XXX
Collective Bargaining Unit: R01	Work Location: 11120 International Drive, Suite 200, Rancho Cordova, CA 95670
Center/Office/Division/Unit: Administration/Human Resources	Tenure/Time Base: Permanent / Full Time

All employees shall possess the general qualifications, as described in California Code of Regulations Title 2, Section 172, which include, but are not limited to integrity, honesty, dependability, thoroughness, accuracy, good judgment, initiative, resourcefulness, and the ability to work cooperatively with others.

Emergency Medical Services Authority (EMSA) is responsible for the equitable coordination, administration, and integration of the statewide emergency medical services system to reduce suffering and save lives throughout California.

This position requires the incumbent to maintain consistent and regular attendance; communicate effectively (orally and in writing) in dealing with the public and/or other employees; develop and maintain knowledge and skill related to specific tasks, methodologies, materials, tools, and equipment; complete assignments in a timely and efficient manner; and adhere to departmental policies and procedures.

During emergency operations, may be required to work in EMSA's Departmental Operations Center, other governmental Emergency Operations Centers, or in EMSA's field Mission Support Teams to provide assistance in emergency response and recovery activities. EMSA staff are required to complete emergency management and Incident Command System training based on their respective roles in a response and participates in periodic departmental and statewide readiness drills and exercises. Under these emergency operations, staff need to work effectively and cooperatively under stressful conditions with short lead times; work weekends, holidays, extended and rotating shifts (day/night); and may be required to travel statewide for extended periods of time and on short notice.

Competencies

The competencies required for this position are found on the classification specification for the classification noted above. Classification specifications are located on the [California Department of Human Resource's Job Descriptions webpage](#).

Job Summary

Under supervision of the Staff Services Manager I (SSMI) Supervisor, Staff Services Analyst (SSA) in the Human Resources (HR) Branch of the Emergency Medical Services Authority (EMSA), works as an analyst to provide personnel analysis and program direction. This position will promote and be accountable for support, customer satisfaction, and quality services while providing recommendations that promote innovative solutions in the field of policy, procedures, and other HR related services to meet the customer needs for EMSA. The SSA will operate in accordance with California Department of Human Resources (CalHR), State Personnel Board (SPB), The State Controller's Office (SCO), and EMSA policies and procedures.

Special Requirements

- ☐ Conflict of Interest (COI)
- ☐ DMV Pull Notice Required
- ☐ Background Check and/or Fingerprinting Clearance
- ☐ Medical Clearance
- ☒ Travel Required: 5 (percentage)
- ☐ Bilingual: Pass a State written and/or verbal proficiency exam in
- ☐ License/Certification:
- ☒ Telework Eligible: This position may be eligible for telework. The amount of telework permitted is at the discretion of the Department and is subject to change, consistent with EMSA's Telework Program.
- ☐ Other:

Essential Functions (including percentage of time)

- 20% Assists with all medical, disability, and leave of absence (LOA) cases. Identifies and researches options and alternatives to facilitate return to work and resolve issues. Issues approval/denial letters to employees requesting leave; with guidance, provides consultative services to staff and management regarding medical management leave programs; ensures employees meet eligibility criteria. Works with employees to process LOA requests and ensures the required documentation and approvals are obtained. Works with employees and managers to properly return employees to work after LOA. Reviews claim data to identify work restrictions or action to be taken, and provides recommendations to management, including facilitating and coordinating modified duty requests. Maintains and updates employee LOA files. Processes continuation of benefit forms to maintain employee health benefits while on leave in accordance with applicable laws, rules, regulations, and bargaining unit contract language. Responsible for processing employment history, payroll, and leave accounting activities related to LOA. Audits and reconstructs employment history, pay history, and leave/attendance, if needed. Assists other employees in HR on matters

related to medical/disability or issues that may cross over into other disciplines. Prioritizes and organizes personnel workload to ensure timeframes are met using monthly cutoff calendars, organization, and communication skills on an ongoing basis to ensure timely and accurate processing.

- 20% Serves as the EMSA coordinator with the State Compensation Insurance Fund (SCIF), SCIF claimants, SCIF adjusters, CalHR, physicians and vocational rehabilitation consultants. Coordinates workers' compensation claims; ensures the department is in compliance with workers' compensation laws, rules, regulations, bargaining unit contract language, control agency directives. Tracks and monitors claims; consults with program management regarding claims; sends notice and proper documentation to employees who may have been injured in the workplace, provides information to injured workers regarding claims processing, benefit levels, forms, return to work issues, and provides recommendations and options. Works with management, Legal Division, and SCIF regarding claims settlement and adjudication issues; advises management in making recommendations regarding claims settlements; prepares written correspondence and reports as necessary; completes or assists in the completion of accurate Employer's First Reports of Occupational Injury/Illness to SCIF.
- 20% With guidance, researches and determines employee eligibility for leave under the Family and Medical Leave Act (FMLA)/California Family Rights Act (CFRA) consistent with FMLA and CFRA laws, rules, regulations, bargaining unit contract language, control agency directives. Prepares, distributes, tracks and sends form letters notifying employees and their supervisors of eligibility; develops FMLA leave tracking files and monitors leave to ensure accuracy; creates and maintains case files; provides information regarding benefits, compensation, supplementation of leave credits; maintains contact with employees and in certain situations with employee family members. Processes FMLA/CFRA requests; reviews medical certifications for accuracy and completeness to make a determination; informs employees of their rights and responsibilities under these benefits within required timeframes as governed by laws, rules, regulations, bargaining unit contract language, control agency directives.
- 20% In coordination with the SSM I, administers the State Disability Insurance (SDI) and the Non-Industrial Disability Insurance (NDI) wage continuation programs; serves as liaison to the Employment Development Department (EDD), State Controller's Office, CalHR, and employees. Interprets, analyzes, and applies applicable laws, rules, and regulations; manages and processes claims, providing technical guidance to employees including the coordination of other benefits to which the employee may be entitled. Maintains contact with employees and in certain situations with employee family members.
- 15% Processes requests for reasonable accommodation (RAs). Coordinate RA requests with unit, program, region, and Business Services staff for evaluation and timely implementation. Perform comprehensive documentation of interactive process discussions, research, analysis and decision-making.

Marginal Functions (including percentage of time)

5% Act as back up to the Personnel Specialist and Transactions Analyst. Other duties as required. Occasional overnight travel throughout the state may be required based on state of emergencies.

☐ I certify this duty statement represents an accurate description of the essential functions of this position. I have discussed the duties and have provided a copy of this duty statement to the employee named above.		☐ I have read and understand the duties and requirements listed above and am able to perform these duties with or without reasonable accommodation. (If you believe reasonable accommodation may be necessary or if unsure of a need for reasonable accommodation, inform the hiring supervisor.)	
Supervisor's Name:	Date	Employee's Name:	Date
Supervisor's Signature	Date	Employee's Signature	Date

HRD Use Only:

Approved By: CO

Date: 11/12/25