

DUTY STATEMENT

Employee Name:	Position Number: 580-510-5393-003
Classification: Associate Governmental Program Analyst	Tenure/Time Base: Permanent / Full Time
Working Title: Vendor Support Analyst	Work Location: 3901 Lennane Drive, Sacramento CA 95834
Collective Bargaining Unit: R01	Position Eligible for Telework (Yes/No): Yes
Center/Office/Division: Center for Family Health / Women, Infants and Children (WIC) Division	Branch/Section/Unit: Vendor Management Branch / Vendor Monitoring Section / Vendor Support Unit

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.

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.

All California Department of Public Health (CDPH) employees perform work that is of the utmost importance, where each employee is important in supporting and promoting an environment of equity, diversity, and inclusivity, essential to the delivery of the department's mission. All employees are valued and should understand that their contributions and the contributions of their team members derive from different cultures, backgrounds, and life experiences, supporting innovations in public health services and programs for California.

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

This position supports the California Department of Public Health's (CDPH) mission and strategic plan by advancing the health and well-being of California's diverse people and communities. As an employee of the Vendor Management Branch (VMB), the incumbent serves as part of a team that provides monitoring, training, and support for and collaboration with grocery vendors statewide that serve Women, Infants and Children (WIC) Program families.

The incumbent works under the direction of the Chief, Vendor Support Unit (VSU), Staff Services Manager I (SSM I). The Associate Governmental Program Analyst (AGPA) performs the more responsible, varied, and complex work in a variety of technical and analytical assignments involved

with the operation and monitoring of vendor compliance functions of the WIC Division. The AGPA exercises professionalism and tact when interacting with staff and the public and provides technical support and assistance to other analysts in the VMB. The AGPA performs complex administrative and technical functions requiring strong oral, writing, and Microsoft Office Suite skills. Statewide travel up to 10% of the time, with possible overnight stay(s).

Special Requirements

- ☐ Conflict of Interest (COI)
- ☐ Background Check and/or Fingerprinting Clearance
- ☐ Medical Clearance
- ☒ Travel: Statewide travel up to 10% of the time, with possible overnight stay(s)
- ☒ Bilingual: Pass a State written and/or verbal proficiency exam in Spanish
- ☐ License/Certification:
- ☐ Other:

Essential Functions (including percentage of time)

- 40% Independently plan, organize, and provide technical assistance via courtesy visits and/or calls to WIC vendors, demonstrating excellent interpersonal communication skills with a multi-cultural and multilingual community. Provides assistance in both English and Spanish to ensure equitable access to program information and support. Maintains relationships with Vendors (retailers) to coordinate their needs with Vendor Management Branch (VMB) including Spanish-speaking vendors who require language-specific support. Understand and communicate changes in processes and procedures. Conducts outreach calls, including in Spanish, when important updates or emergency notifications need to be communicated quickly and efficiently. Resolves escalated, complex calls from the VMB phoneline, answering questions and triages shopping issues to different areas within the division as necessary and communicates with corporate contacts when needed. Creates annual statistical Vendor reports for the U.S. Department of Agriculture. Serves as a team member within the Vendor Support Unit to develop and implement the WIC Web Information System Exchange (WIC-WISE) database and automation projects.
- 20% Provides program expertise in implementing, supporting, and evaluating statewide shopping modernization activities to enhance WIC services to support the authorization and management of WIC authorized non-brick and mortar vendor entities, including internet and mobile vendors. Leads and coordinates activities to develop new monitoring and authorization criteria and procedures to support shopping modernization beginning with implementation and continuing through ongoing operations. Leads ongoing efforts to improve monitoring and authorization criteria post-implementation. Provides on-going technical assistance to inquiries from stakeholders such as various WIC vendors. Incorporates quality assurance planning strategies to analyze and evaluate results of implemented processes and make recommendations for improvement. Monitors and evaluates data and report submissions.

- 20% Leads, coordinates, and develops comprehensive statewide WIC communications and outreach campaigns and activities to promote and disseminate messaging pertaining to services for WIC vendors. Serves as lead in developing and evaluating the implementation of communication plans, materials, and strategies for the VMB ensuring that all communications are linguistically and culturally appropriate for both English- and Spanish-speaking audiences. Handles sensitive and confidential material and leads development and timely dissemination of a variety of high-quality digital communications with program participants, partners, and stakeholders, including but not limited to communications toolkits and campaigns, social media, web copy, video, press releases, advertisements, talking points, fact sheets, presentations, conference materials, newsletters, flyers, and educational and outreach materials.
- 10% Serves as a liaison between the Vendor Support Unit, the Vendor Management Branch, and the Communication Section to ensure vendor outreach materials and tools are current and in compliance. Researches and develops new, creative ways to keep vendors informed. Generates Vendor Alerts and assists with posting them on the website and keeps vendor communication contact lists up to date.

Marginal Functions (including percentage of time)

- 5% Provides and creates daily weekly and monthly statistics reports for VMB staff and other data reports for WIC and CDPH management.
- 5% Performs other job-related duties as required.

☐ 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: C.O

Date: 11.24.25