

State of California - Department of Social Services

DUTY STATEMENT

EMPLOYEE NAME:

Vacant

CLASSIFICATION:

Associate Governmental Program Analyst (AGPA)

POSITION NUMBER:

813-5393-735

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

Community Care Licensing Div/Central Operations Branch

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

Division Administrative Support/Personnel Support Section

SUPERVISOR'S NAME:

Ava Topacio

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.

N/A

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.

N/A

MISSION OF ORGANIZATIONAL UNIT:

It is the mission of the Community Care Licensing Division (CCLD) to promote the health, safety, and quality of life of each person in community care through the administration of an effective collaborative regulatory enforcement system.

CONCEPT OF POSITION:

Under the direction of the SSM I overseeing the Personnel Support Section (PSS) within the Division Administrative Support Bureau (DASB), the AGPA serves as the liaison between the CCLD programs and branches and the Department's Personnel Bureau. The AGPA performs a full range of complex analytical and liaison duties related to the processing of Requests for Personnel Action (RPA), position control, and the preparation and analysis of position data reports. The incumbent is expected to exercise a high degree of confidentiality, initiative, responsibility, and independence while managing multiple priorities and meeting established deadlines. The position requires a strong commitment to accuracy, customer service, and organizational efficiency.

A. RESPONSIBILITIES OF POSITION:

40% Serves as the primary position control liaison between CCLD programs and branches and the Personnel Bureau. Reviews and analyzes all incoming RPAs submitted by program personnel liaisons to ensure accuracy, completeness, and consistency with Departmental recruitment and hiring policies. Verifies that supporting documentation is logical, valid, and meets all procedural requirements prior to routing for approval or submission to the Personnel Bureau.

Maintains and regularly updates tracking logs for all RPA transactions and position-related activities. Monitors workflow to identify, address, and resolve delays or discrepancies in coordination with Personnel Bureau analysts and program liaisons. Provides timely technical guidance and consultation to CCLD management, personnel liaisons, and staff on recruitment, classification, and position control processes.

Acts as lead analyst in coordinating and implementing Division-wide reorganizations and staff realignments. Collaborates with key CDSS stakeholders including the Budget Bureau, Accounting, Business Services Bureau, and Personnel Bureau to ensure effective communication, accurate documentation, and alignment with organizational objectives.

30% Responsible for the development and analysis of Division personnel, salary savings, statistical position and projection data that is provided to upper management. Performs duties related to Division tracking of personnel transactions, current and historical Budget Change Proposal and temporary positions data. Serves as the centralized point of contact with CCLD Personnel Liaisons on the monthly receipt, review and oversight of the organizational charts from all programs within the Division. Completes weekly and monthly reports which include but not limited to position control, vacancies, hiring and separation, and position allocation for management. Performs ad hoc research projects and reports as needed at the request of various CCLD program/branch management, Personnel, DASB Fiscal Support Section, and Budget Bureau.

15% Performs special projects involving analysis and evaluation of business processes. Conducts research and data analysis to identify trends, inefficiencies, and opportunities for process improvement. Develops evidence-based recommendations and prepares proposals, issue papers, and implementation plans with defined objectives and timelines. Monitors project milestones, analyzes outcomes, and provides progress reports to management.

Collaborates with division and department partners to ensure recommendations are feasible and aligned with organizational goals. Facilitates workgroup meetings to gather input and validate analytical findings.

10% Serves as lead Conflict of Interest (COI) filing official for the division. Duties include but are not limited to assisting with password reset for eDisclosure profiles, coordinating with the CDSS COI Officer and providing assistance with Form 700 filing and Ethics Training certificate upload, and creating and maintaining employee profiles on the eDisclosure website.

5% Acts as a back-up to the Central Operations Branch Personnel Liaison in his/her absence. Duties include preparation of recruitment and appointment RPA packages and providing technical assistance to hiring managers.

B. SUPERVISION RECEIVED:

The AGPA receives direction from the PSS SSM I, and indirect guidance from the Division Administrative Support Bureau Chief.

C. ADMINISTRATIVE RESPONSIBILITY:

None

D. PERSONAL CONTACTS:

The incumbent has numerous contacts with all staff levels throughout CCLD, Personnel Bureau and Budget Bureau staff, as well as occasional contacts with staff within other Bureaus within the Administration Division. On rare occasions, the AGPA may have contacts with outside agencies' Human Resource offices in the course of research projects.

E. ACTIONS AND CONSEQUENCES:

The AGPA exercises sound judgment in all phases of statistical analyses. Attention to detail is essential. Errors in judgment regarding personnel position and employee data and projections can result in a loss of program credibility and could lead to decisions based on faulty/incorrect data and/or analyses. The ability to provide consistent excellent customer service, communicate effectively (orally and in writing) with diplomacy and tact with the public, and/or other employees within CCLD and in other divisions is critical to ensuring cooperative working relationships within the Division and the Department.

F. OTHER INFORMATION:

The incumbent should be able to handle time sensitive assignments, a high volume of interaction with Departmental staff to include CCLD management and liaisons, the Deputy Director's Office, as well as the Personnel and Budget Bureaus. The ability to maintain confidence and cooperation of those contacted in the course of business is essential. Ability to recognize confidential and sensitive personnel matters and utilize tact and discretion when discussing these matters.

The position requires strong Microsoft Office skills (Excel, Word, Visio, PowerPoint).

Updated 11/7/25

State of California - Department of Social Services

DUTY STATEMENT

EMPLOYEE NAME:

Vacant

CLASSIFICATION:

Staff Services Analyst (SSA)

POSITION NUMBER:

813-5157-735

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

Community Care Licensing Div/Central Operations Branch

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

Division Administrative Support/Personnel Support Section

SUPERVISOR'S NAME:

Ava Topacio

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.

N/A

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.

N/A

MISSION OF ORGANIZATIONAL UNIT:

It is the mission of the Community Care Licensing Division (CCLD) to promote the health, safety, and quality of life of each person in community care through the administration of an effective collaborative regulatory enforcement system.

CONCEPT OF POSITION:

Under the supervision of the SSM I overseeing the Personnel Support Section (PSS) within the Division Administrative Support Bureau (DASB), the SSA serves as the liaison between the CCLD programs and branches and the Department's Personnel Bureau. The SSA performs a full range of analytical and liaison duties related to the processing of Requests for Personnel Action (RPA), position control, and the preparation and analysis of position data reports. The incumbent is expected to exercise a high degree of confidentiality, initiative, responsibility, and independence while managing multiple priorities and meeting established deadlines. The position requires a strong commitment to accuracy, customer service, and organizational efficiency.

A. RESPONSIBILITIES OF POSITION:

45% Serves as the primary position control liaison between CCLD programs and branches and the Personnel Bureau. Reviews and analyzes all incoming RPAs submitted by program personnel liaisons to ensure accuracy, completeness, and consistency with Departmental recruitment and hiring policies. Verifies that supporting documentation is logical, valid, and meets all procedural requirements prior to routing for approval or submission to the Personnel Bureau.

Maintains and regularly updates tracking logs for all RPA transactions and position-related activities. Monitors workflow to identify, address, and resolve delays or discrepancies in coordination with Personnel Bureau analysts and program liaisons. Provides timely technical guidance and consultation to CCLD management, personnel liaisons, and DASB Fiscal Support Section (FSS), and Budget Bureau staff on recruitment, classification, and position control processes.

Assists the lead analyst in coordinating and implementing Division-wide reorganizations and staff realignments. Collaborates with key CDSS stakeholders including the Budget Bureau, Accounting, Business Services Bureau, and Personnel Bureau to ensure effective communication, accurate documentation, and alignment with organizational objectives.

35% Under the SSM I's supervision, responsible for the development and analysis of Division personnel, salary savings, statistical position and projection data that is provided to upper management. Performs duties related to Division tracking of personnel transactions, current and historical Budget Change Proposal and temporary positions data. Serves as the centralized point of contact with CCLD Personnel Liaisons on the monthly receipt, review and oversight of the organizational charts from all programs within the Division. Completes weekly and monthly reports which include but not limited to position control, vacancies, hiring and separation, and position allocation for management. Performs ad hoc research projects and reports as needed at the request of various CCLD program/branch management, Personnel, DASB FSS, and Budget Bureau.

10% Serves as Conflict of Interest (COI) filing official for the division. Duties include but are not limited to assisting with password reset for eDisclosure profiles, coordinating with the CDSS COI Officer and providing assistance with Form 700 filing and Ethics Training certificate upload, and creating and maintaining employee profiles on the eDisclosure website.

5% Acts as the back-up to the Central Operations Branch Personnel Liaison in his/her absence. Duties include preparation of recruitment and appointment RPA packages and providing technical assistance to hiring managers.

5% Performs other duties as assigned and appropriate for this classification.

B. SUPERVISION RECEIVED:

The SSA receives supervision from the PSS SSM I.

C. ADMINISTRATIVE RESPONSIBILITY:

None

D. PERSONAL CONTACTS:

The incumbent has numerous contacts with all staff levels throughout CCLD, Personnel Bureau and Budget Bureau staff, as well as occasional contacts with staff within other Bureaus within the Administration Division. On rare occasions, the SSA may have contacts with outside agencies' Human Resource offices in the course of research projects.

E. ACTIONS AND CONSEQUENCES:

The SSA exercises sound judgment in all phases of statistical analyses. Attention to detail is essential. Errors in judgment regarding personnel position and employee data and projections can result in a loss of program credibility and could lead to decisions based on faulty/incorrect data and/or analyses. The ability to provide consistent excellent customer service, communicate effectively (orally and in writing) with diplomacy and tact with the public, and/or other employees within CCLD and in other divisions is critical to ensuring cooperative working relationships within the Division and the Department.

F. OTHER INFORMATION:

The incumbent should be able to handle time sensitive assignments, a high volume of interaction with Departmental staff to include CCLD management and liaisons, the Deputy Director's Office, as well as the Personnel and Budget Bureaus. The ability to maintain confidence and cooperation of those contacted in the course of business is essential. Ability to recognize confidential and sensitive personnel matters and utilize tact and discretion when discussing these matters.

The position requires strong Microsoft Office skills (Excel, Word, Visio, PowerPoint).

Updated 11/7/25