

DUTY STATEMENT

Employee Name:	Position Number: 580-751-5157-909
Classification: Staff Services Analyst	Tenure/Time Base: Permanent/Full-time
Working Title: Program Licensing Analyst	Work Location: 320 West Fourth Street, Suite 890 Los Angeles, CA 90013
Collective Bargaining Unit: R01	Position Eligible for Telework (Yes/No): Yes
Center/Office/Division: Center for Laboratory Science	Branch/Section/Unit: Laboratory Field Services/ On-Site Licensing Section

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 ensuring quality standards in clinical and public health laboratories, tissue and blood banks, the production of biologics, and laboratory scientists through licensing, examination, inspection, education, and proficiency testing.

The Staff Services Analyst (SSA) serves as a Program Licensing Analyst and performs the less complex analytical and administrative duties to support the processing of applications, enforcement actions, and compliance with State and Federal regulations, including the Clinical Laboratory Improvement Amendments (CLIA), California Health and Safety Code, Business and Professions

Code, California and Federal Codes of Regulations.

The incumbent works under the supervision of the Examiner III, Chief of the On-Site Licensing Section within the Laboratory Field Services Branch.

The position is required to travel up to 10% travel for meetings and training within the state.

Special Requirements

- ☐ Conflict of Interest (COI)
- ☐ Background Check and/or Fingerprinting Clearance
- ☐ Medical Clearance
- ☒ Travel: 10%
- ☐ Bilingual: Pass a State written and/or verbal proficiency exam in
- ☐ License/Certification:
- ☐ Other:

Essential Functions (including percentage of time)

35% Assist with the less complex review, analysis, and processing of licensing and certification documents from in-state or out-of-state facilities to ensure timely completion. Utilize the Aspen Central Office (ACO) system to update and maintain facility data, ensuring compliance with federal regulations. Assist Examiners in reviewing, analyzing, and recommending regulatory action for facilities failing to meet state and federal requirements. Assists with less complex technical administrative functions related to the review including correspondence, research, and organizing and scanning files and work products; updates spreadsheet/database to report progress and status of caseload for management review; organizes, prioritizes, and manages caseload to ensure efficient use of time and resources.

Monitors applicant timeframes to ensure that regulatory requirements for application processing are met. Assists in generating, reviewing, and identifying incomplete applications listed on reports. Ensures that deficiency applications, terminations, revocations, and other actions are handled appropriately and timely. Assists in preparing approval, denial, deficiency, and/or revocation notices for Examiner I, Examiner II or Examiner III review.

25% Assists with the coordination and tracking of audits, inspections, and complaint investigations. Maintains, tracks, and provides data on certified laboratories and facilities. Compile and process incoming complaint and survey packages for Examiner II review and entry into ACO. Maintains and track complaint log to ensure ongoing compliance with state and federal regulations.

Maintains and makes recommendations to existing databases, spreadsheets, and flowcharts for management planning purposes. Assists quality improvement teams to improve application systems. Assists branch analysts in updating procedures that increase operational efficiencies.

20% Provides customer service through various communication channels, including email, written correspondence, and telephone, by responding to inquiries from applicants, regulated entities,

the public, and other stakeholders, in accordance with established policies and procedures. Researches and responds to questions from applicants regarding the application process, including upcoming survey and inspections. Communicates with applicants regarding insufficient, incomplete, or incorrect information and/or documentation. Contacts constituents regarding applicant approvals, denials, and deficiencies. Generates and provides reports to the Examiner III and branch chief with tasks related to enforcement actions, hearings, and policy development. Performs general office duties including, but not limited to, data entry, scanning, and mail processing.

- 15% Prepares and analyzes the less complex data and reports for performance measurement and ad hoc reports as necessary. Provides training to staff on the applications, and related topics as necessary. Provides support in processing incoming Public Record Act ensuring compliance with state regulations. Provides support to CLIA section, meeting coordinator, and onboarding as needed.

Marginal Functions (including percentage of time)

- 5% Attends work-related meetings and training which includes required travel within the state. Performs other work-related duties as assigned.

☐ 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: TY

Date: 11/20/25