

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 Sciences	Branch/Section/Unit: Laboratory Field Services/Clinical Laboratory Improvement Amendment (CLIA) 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.

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 acts as a liaison between Laboratory Field Services (LFS), the Centers for Medicare & Medicaid Services (CMS), and external stakeholders. The SSA performs routine analytical tasks related to communication, data systems, licensing, quality assurance, and administrative operations.

The incumbent works under the direction of the Examiner III, Chief of the Clinical Laboratory Improvement Amendment Section within the Laboratory Field Services Branch.

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)

- 30% Monitors and responds to inquiries from the public, applicants, and government agencies regarding CLIA policies and procedures, ensuring accurate and timely information is provided. Coordinates routine correspondence under the direction of Section Chiefs. Assists in facilitating communication between CMS, LFS, and internal stakeholders to support regulatory activities, policy updates, and special projects. Maintains program communication tools, including designated email accounts, SharePoint sites, and phone lines, and participates in stakeholder conference calls as needed. Assists with the collection, review, and analysis of information gathered from facility staff to ensure compliance with California laws, State and Federal regulations, and program and departmental policies and procedures.
- 25% Coordinates the use of online systems such as ASPEN Web, ACO/ACTS, CASPER, iQIES, iQAN, ELLFS, and the CMS Box Portal to support CLIA program operations. Develops and maintains operational procedures for processing CLIA applications, gathers and validates data to support reporting and decision-making, and creates and maintains flowcharts, spreadsheets, databases, and infographics to support data analysis and program documentation.
- Prepares comprehensive visit reports and Statement of Deficiencies that document the administrative review. Requests and analyzes Plans of Correction (POC) from facilities and makes recommendations for POC approvals to the Examiner III. Assists with recommendations to the Examiner III for further investigation by the Examiners if necessary. Generates and follow-up with post site inspection findings and deficiencies.
- 20% Performs routine administrative tasks related to case reviews, such as preparing correspondence, conducting basic research, and organizing and scanning files and documents. Updates spreadsheets and databases to track the status of assignments for management review. Prioritizes and manages workload to support timely completion of tasks and may assist with presentations at stakeholder meetings.
- Provides customer service through email, phone, and written correspondence by responding to inquiries regarding application processes and regulatory requirements and communicating with applicants about incomplete or incorrect submissions. Assists with the review and processing of CLIA license and registration applications, maintains licensing databases, and tracks inspection outcomes. Collaborates with Information Technology Services Division (ITSD) and LFS staff to ensure consistency across online systems, recommends system improvements, and supports the development and implementation of quality assurance plans to ensure

compliance with CLIA regulations. Maintains and submits CLIA Monthly and Quarterly Budget/Expenditure Reports (CMS Form CMS-105) as required.

- 10% Reviews and processes all CLIA-related Public Records Act (PRA), Freedom of Information Action (FOIA), and subpoena received by LFS. Prepares final procurement packages and submits draft documents of contracts, purchase orders, and services orders through the Department's Contract and Purchasing Services Section (CAPS) for review and approval.
- 10% Serves as the Attendance Coordinator for the Los Angeles office. Assists and trains new employees on the timekeeping system, TEMPO. Tracks and monitors leave discrepancies on behalf of employees and immediately reports to Personnel Specialist for correction. Coordinates submission of final attendance and Exit Clearance forms with employee and employee's supervisor. Reports dock and AWOL to the HRD at cutoff and reports late dock thereafter; reports additions and separations of employees; and updates HRD of employees' leave of absence status.

Marginal Functions (including percentage of time)

- 5% Completes timely travel reservations as required, and submits timely travel claims reimbursements using the California Automated Travel Expense Reimbursement System (CalATERS) by serving as travel coordinator. Ensures compliance with state travel policies. Cross-trained to be the back-up and provide assistance to the On-Site Licensing Section, as needed. in processing complaints. Participates in Quality Improvement assignments. Performs other work-related duties as required, and as needed during a public health emergency.

☐ 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