

DUTY STATEMENT

Employee Name:	Position Number: 581-700-8338-901
Classification: Health Program Specialist I	Tenure/Time Base: Limited Term/Full-time
Working Title: Operations Specialist	Work Location: 850 Marina Bay Pkwy, Richmond, CA 94804
Collective Bargaining Unit: R01	Position Eligible for Telework (Yes/No): Yes
Center/Office/Division: Center for Laboratory Sciences	Branch/Section/Unit: Operations Branch

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 serving as a highly skilled technical program consultant in areas of extreme sensitivity coordinating administrative policy, budgetary mandates, and health program related special projects for the Center for Laboratory Sciences (CLS).

The Health Program Specialist (HPS) I, acting as the Operations Specialist, is responsible for assisting in the development and standardization of CLS and Operations business practices identifying opportunities for improvement. Logically and independently monitoring for and advising management regarding complex governmental compliance in order to mitigate issues and risks. Participates in technically complex and politically sensitive short-term special projects and activities assigned by the Assistant Deputy Director. The incumbent communicates with management and

internal/external stakeholders for the Centers public health programs to enable effective coordination between the Divisions and Branches of the CLS, the Office of the Director, Agency, Governor's Office, and CDPH Center/Division/Offices as necessary.

The incumbent works under the general direction of the Assistant Deputy Director (ADD) of the Center for Laboratory Sciences, and Operations Branch Staff Services Manager III.

Special Requirements

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

Essential Functions (including percentage of time)

30% Provides guidance and expertise to the ADD in highly complex, critical, and sensitive subject areas with multi-departmental or statewide impact, requiring high level of skills and knowledge and responsibility for work as it relates to department's primary mission. Assists with overall technical and business practices, workflow, cross-cutting objectives, and administration of the Center and Division/Branch programs. Serves as an integral component of the Executive Staff with the responsibility to assist in the coordination of administrative policy issues and function as a liaison between the ADD and California Department of Public Health (CDPH) leadership, Agency and Governor's Office as delegated by and on behalf of the ADD. Oversee multiple projects and communicate progress to the ADD. Assists in formulating organizational legislative and policy positions and strategies. Collaborates with the Executive team, CDPH leadership, and staff in program and policy development, research and recommendations associated with Center priorities. Represents the ADD as a technical lead on various projects and in meetings, such as program updates and meetings related to specific programmatic issues in order to keep the ADD apprised of specific projects.

25% Assists in the development and standardization of CLS and Operations business practices identifying opportunities for improvement. Independently monitor and advise management on complex governmental compliance matters to proactively identify and mitigate potential risks and issues. Oversees and identifies opportunities for improvement to resolve general administrative issues related to project assignments for the Operations Branch and CLS. Serves in a lead capacity on projects to advise staff of the principles and practices of the branch business policies. Assists with tracking all CLS budgetary drills and assignments, reviewing for compliance and accuracy. Reviews policies and procedures and conducts analysis of program needs, statutory and regulatory authority, and the impact on the public prior to ADD review for consistency with departmental/program policy applications, completeness, and thoroughness in terms of subject matter and audience, format, content, and grammar. These documents can include reports, legislation, Budget Change Proposals, Budget Call Letters, drills, Public Records Act (PRA), regulations, and Ad hoc projects. Assists the ADD with routine or complex problems, including the development of alternatives or solutions, lean processes, areas of concerns, operational gaps, training plans, or project plans. Explain standard business procedures to program staff

and/or strategies in order for program resources to achieve Center/division/branch goals and objectives.

- 20% Serves as project manager, leading long and short-term technically complex and politically sensitive and time constrained projects and activities assigned by the ADD. Responsible for the development and standardization of business practices and logically and creatively utilizing analytical techniques to identify and make recommendations to management regarding complex governmental problems. Coordinates and oversees work of cross-departmental initiatives. Represents the ADD as the technical lead in complex and sensitive short-term special projects and activities. This may include communicating with departmental staff on behalf of the ADD, drafting letters, crisis management, or project coordination. Represent the ADD on major inter- and intra-departmental work groups and activities.
- 10% Develops complex technical writing including routine updates and reports as required by the ADD. Acts as a liaison for program stakeholders to facilitate timely development of deliverables. Researches and assists with the development of presentations and talking points and responds to internal/external communications in a manner that reflects the program requirements and mission. Under tight deadlines, develops communications plans to articulate routine program goals, requirements and strategies and communications specific to public health emergencies as related to laboratory standards
- 10% Researches and draft responses on highly sensitive issues on behalf of the ADD that require in-depth knowledge of the structure and workload of the Center. Prepares and coordinates agendas for weekly and bi- weekly meetings with the ADD, Center/branch staff, and external stakeholders. Manage constituent/external shareholder correspondence for the ADD’s response and signature.

Marginal Functions (including percentage of time)

5% Performs other job-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: AC
 Date: 12/2025