

Classification Title Analyst III (Limited Term)	Board/Bureau/Division Bureau of Automotive Repair
Working Title Modernization and Regulatory Project Lead	Office/Unit/Section / Geographic Location Consumer Assistance Program (CAP) / Rancho Cordova
Position Number 646-200-5402-907	Name and Effective Date

General Statement: Under the general direction of the Automotive Program Manager, the Analyst III will independently lead and organize critical projects. These projects relate to business modernization and legislative/regulatory updates. The Analyst III will lead other analysts in tasks related to database maintenance, program integrity analysis, and website content development. Duties include, but are not limited to:

A. Specific Assignments [Essential (E) / Marginal (M) Functions]

40% (E) Business Modernization and Implementation

Independently lead and organize a project to modernize CAP's business processes to make vendor participation easier, decrease repair approval times, decrease invoice payment times, and improve efficiency and effectiveness.

Collaborate with BAR's Technology Services Branch (TSB) in developing web-based applications allowing online submission of repair notifications, invoices, purchase logs, and crush logs; developing methods for upload of supporting documents related to submitted records; and developing methods of storing and linking uploaded documents to CAP.Net records for easy user access. Develop functionality that will allow access to and processing of repair notifications, invoices, purchase logs, crush logs, and vehicle inspection data sheets from within CAP.Net. adding CAP.Net functionality to transmit approved invoices directly to DCA Accounting; adding CAP.Net functionality to allow entry and upload of Cars for Schools vehicle requests, assignments, bills of sale, and supporting documents.

Develop user side processes and procedures utilizing the CAP.Net database for access, review, approval/denial of repair notifications, invoices, purchase logs and crush logs. Coordinate with all CAP units, managers, and supervisors to optimize and document processes, soliciting input from staff and supervisors.

Test all new processes and procedures ensuring that changes are effective and support program goals.

20% (E) Legislative and Regulatory Development

Independently lead and organize a project to thoroughly review and analyze all CAP related statutes and regulations. Evaluate the need for updates to support program goals, prevent fraud, and improve program efficiency and effectiveness. Collaborate with managers, sections supervisors, and staff to draft regulatory proposals to address changes in statutes and emerging operational needs. Develop and submit the proposed changes to BAR's Executive Office.

After concept approval, collaborate with BAR's Executive Affairs unit and DCA Legal on legislative proposal documents and regulatory proposal documents such as Notice of

Proposed Action, Initial Statement of Reasons, Proposed Text, and Final Statement of Reasons.

Independently research and analyze ongoing legislation that may impact CAP. Consult with analysts and managers within CAP and BAR regarding potential fiscal and workload impacts. Prepare written analyses in a timely manner. Monitor amendments to legislation and enrolled bills to assess operational impacts to CAP. Provide recommendations to management regarding the implementation of regulations into CAP's policies, procedures, guidelines and operations manuals.

15% (E) Ongoing System and Database Maintenance Lead

Based on knowledge of CAP regulations, statutes, policies and practices, serve as a subject matter expert in all non-technical phases of the maintenance of the CAP.Net automated database. Independently research and document policies and procedures related to CAP.Net. Evaluate program needs, identify alternatives, and implement processes designed to improve operational efficiencies.

In coordination with other CAP analysts, develop written instructions, policies, and procedures to assist users of CAP.Net. Prepare and maintain CAP.Net training and operations manuals to support business processes. Serve as a lead in communicating information to CAP.Net users and plan the system integration and user acceptance testing of new and existing applications.

Provide input to CAP management and TSB staff on priority projects and business needs. Design and prepare reports in CAP.Net to ensure system data is accurate, complete, and reflective of information contained in source documents. Make recommendations to management to ensure expected outcomes are consistent with business and operational needs.

10% (E) Website and Form Content Development Lead

Coordinate and collaborate with, CAP managers, section supervisors, analysts, other staff and BAR's Executive Affairs Unit to prepare, edit, and post to BAR's public website, documents explaining CAP program requirements, new website features for CAP consumers, and new website features for CAP vendors. Documents include but are not limited to Frequently Asked Questions, fact sheets, reference documents, and forms. Ensure all documents are clear, concise, correct, and accurately reflect program requirements. Ensure documents are translated to languages consistent with the Department of Consumer Affairs' Language Access Policy. In coordination with the TSB and the Executive Affairs Unit, ensure information is posted to BAR's web site in a timely manner and outdated information is removed promptly. Make recommendations to management about information and associated documents that should either be created or updated to address emerging needs. Evaluate CAP call center trends to address consumer needs regarding program requirements. Ensure form letters sent to CAP applicants convey clear information and instruction regarding program requirements for vehicle repair and retirement programs and suitable alternatives to address emerging or current needs.

10% (E) Program Integrity Analysis

Organize and coordinate the monitoring of suspicious activity between dismantlers or STAR test-and-repair stations and CAP applicants. Establish criteria for identifying vendor and applicant activity that may violate BAR and CAP statutes and regulations. Analyze applications, Smog Check inspection results, and documentation submitted by the consumer to assess potential illegal activity. Prepare reports to management recommending actions that should be taken. Work with CAP staff and other BAR divisions as needed to implement corrective action.

5% (M) Miscellaneous

Perform administrative duties including, but not limited to: adhere to Department policies, rules, and procedures; submit administrative requests including leave, overtime, travel, and training in a timely and appropriate manner; accurately report time and submit timesheets by the due date. Oversee special projects when they arise. Respond to CAP-related Public Records Act requests. Attend meetings as necessary. Periodically respond to consumer calls and process CAP applications as necessary.

B. Supervision Received

The incumbent works under the general direction of the Automotive Program Manager.

C. Supervision Exercised

None

D. Administrative Responsibility

None

E. Personal Contacts

The incumbent has frequent contact with all levels of departmental employees and CAP stakeholders, including but not limited to consumers, Smog Check stations, contracted dismantlers, various state agencies (Air Resources Board, Employment Development Department, Department of Motor Vehicles), and local air quality management districts.

F. Actions and Consequences

Failure to properly analyze program data, statutes, regulations and legislation could result in the dissemination of inaccurate information to the Legislature, public, and management, as well as disruption to others and consumer harm. Failure to complete specific job assignments could negatively impact the public, state-contracted vendors, and BAR's reputation and result in unnecessary or inappropriate expenditure of funds. This could adversely affect program goals and objectives.

G. Functional Requirements

The incumbent works 40 hours per week in an office setting with artificial light and temperature control. The ability to use a personal computer and telephone is essential. The incumbent must be able to frequently remain in a stationary position at a workstation throughout the day and must occasionally position self to perform a variety of tasks including retrieval of files.

H. Other Information

The incumbent must be able to gain the confidence and cooperation of others. The incumbent must be able to reason logically and creatively and utilize a variety of analytical techniques and computer programs such as Excel, Word, and Outlook; develop and evaluate alternatives; analyze data and present ideas and information effectively both orally and in writing; consult with and advise management on a wide variety of program-related subject matters; and act as a facilitator in meetings. The incumbent is required to travel throughout an assigned geographical area by various methods of transportation.

In all job functions, employees are responsible for creating an inclusive, safe, and secure work environment that values diverse cultures, perspectives, and experiences, and is free from discrimination. Employees are expected to provide all members of the public equitable services and treatment, collaborate with underserved communities and tribal governments, and work toward improving outcomes for all Californians.

I have read and understand the duties listed above and I can perform these duties with or without reasonable accommodation. (If you believe reasonable accommodation is necessary, discuss your concerns with the hiring supervisor. If unsure of a need for reasonable accommodation, inform the hiring supervisor, who will discuss your concerns with the Health & Safety analyst.)

Employee Signature

Date

Printed Name

I have discussed the duties of this position with and have provided a copy of this duty statement to the employee named above.

Supervisor Signature

Date

Printed Name

New: 1/2026