

## DUTY STATEMENT

Employee Name:	Position Number: <b>580-510-5393-700</b>
Classification: Analyst II	Tenure/Time Base: Permanent / Full Time
Working Title: Customer Service Analyst (Bilingual)	Work Location: 3901 Lennane Drive Sacramento, CA 95834
Collective Bargaining Unit: R01	Position Eligible for Telework (Yes/No): Yes
Center/Office/Division: Center for Family Health / Women, Infants, and Children (WIC) Division	Branch/Section/Unit: WIC Systems Integration Branch / WIC Systems Support 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 advancing the health and well-being of California's diverse people and communities. As a member of the WIC Systems Support Section, the Analyst II serves as part of a team that provides support to users of WIC Web Information System Exchange (WIC WISE), the WIC Electronic Benefit Transfer (EBT) Card, and the WIC App.

The incumbent works under the direction of the Chief, WIC Systems Support Section, Supervisor II and supports the WIC WISE Service Desk and the California WIC Family Services Line, which entails providing customer service support to WIC local agencies and WIC families, in both English

and Spanish. The Analyst II reports on customer trends, responds to and documents complex phone and/or email inquiries

### 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 Spanish
- License/Certification:
- Other:

### Essential Functions (including percentage of time)

30% Independently applies interpretation of WIC eligibility regulations, policies, and guidelines. Reports on customer inquiry trends through formal written reports, data reporting, presentations, and other forms of communication. Identifies and analyzes issues to provide sound recommendations to resolve gaps between existing policies, procedures and/or regulations. Proposes, develops, and prepares procedures and supporting instructions in pertinent program areas. Prepares and instructs trainings to support staff on technical support, information on system releases, reference documentation, and other resource materials. Analyzes ongoing customer service operations and recommends modifications of policies and procedures to achieve greater efficiency and effectiveness. Communicates with departmental subject matter experts to identify problems or trends and recommends appropriate trainings to internal and external partners. Collaborates with external partners to ensure adherence to performance standards. Develops, coordinates, and maintains staffing schedules of the support staff to ensure consistent customer service is provided to WIC local agencies and WIC families.

25% Provides customer support via the Virtual Contact Center (VCC) for the WIC WISE Service Desk providing software support to WIC local agencies. Responds to escalated and complex inquiries via phone and email, identifies and assesses customer needs, updates and manages customer service tickets, documents incidents, resolves training related issues, and follows communication procedures, guidelines, and policies to ensure timely resolution. Adheres to performance standards and quick turnaround times to ensure a positive customer experience. Monitors, triages, and responds to inquiries from local agencies designated email boxes. Maintains confidentiality regarding all participant and program information and safeguards local agency and participant information.

25% Provides customer service support to WIC families via the VCC for the California WIC Family Services Line by independently responding to, researching, and resolving escalated, complex inquiries related to the WIC EBT Card, California WIC App, and shopping transaction disputes via phone and email, in both English and Spanish. Researches and analyzes escalated incidents, provides solution recommendations, and updates ticketing system to ensure timely response to customers. Adheres to performance standards and quick turnaround times to ensure a positive customer experience. Monitors,

trages, and responds to inquiries from WIC participants and the public in designated email boxes. Maintains confidentiality regarding all participant and program information and safeguards local agency and participant information.

10% Participates in User Acceptance Testing (UAT) for system releases. Executes test scenarios, cases, and scripts and documents test results and deviations. Reports findings to the CDPH/WIC UAT Lead.

5% Attends and actively participates in staff meetings and required trainings. Contributes information and ideas with co-workers to maintain an environment conducive to learning and supporting a cohesive team atmosphere. Actively suggests opportunities to improve the customer experience; participates on various committees or workgroups regarding program initiatives and supports the implementation and monitoring of activities; documents activities and provides updates to unit supervisor.

#### **Marginal Functions (including percentage of time)**

5% Perform 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: SG

Date: January 26, 2026