

## State of California - Department of Social Services

**DUTY STATEMENT**

EMPLOYEE NAME:

Vacant

CLASSIFICATION:

Analyst I

POSITION NUMBER:

800-691-5157-910

DIVISION/BRANCH/REGION: *(UNDERLINE ALL THAT APPLY)*

Admin / Human Resource Services Branch (HRSB)

BUREAU/SECTION/UNIT: *(UNDERLINE ALL THAT APPLY)*

Performance Management Unit (PMU)

SUPERVISOR'S NAME:

Marvah Shakib

SUPERVISOR'S CLASS:

Supervisor I

SPECIAL REQUIREMENTS OF POSITION *(CHECK ALL THAT APPLY)*:

- ☐ Designated under Conflict of Interest Code.
- ☐ Duties require participation in the DMV Pull Notice Program.
- ☐ Requires repetitive movement of heavy objects.
- ☐ Performs other duties requiring high physical demand. *(Explain below)*
- ☒ None
- ☐ Other *(Explain below)*

Position is Monday – Friday 8:00 a.m.–5:00 p.m.  
Must maintain consistent and regular attendance.

I certify that this duty statement represents an accurate description of the essential functions of this position.

I have read this duty statement and agree that it represents the duties I am assigned.

SUPERVISOR'S SIGNATURE

DATE

EMPLOYEE'S SIGNATURE

DATE

**SUPERVISION EXERCISED** *(Check one)*:

☒ None ☐ Supervisor ☐ Lead Person ☐ Team Leader

**FOR SUPERVISORY POSITIONS ONLY:** Indicate the number of positions by classification that this position DIRECTLY supervises.

Total number of positions for which this position is responsible:

**FOR LEADPERSONS OR TEAM LEADERS ONLY:** Indicate the number of positions by classification that this position LEADS.

## MISSION OF ORGANIZATIONAL UNIT:

The California Department of Social Services' (CDSS) employees are our most important resource in serving California's needy and vulnerable children and families. We partner with our employees, our managers and supervisors to select, hire, develop and maintain the best professional workforce in state service.

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## CONCEPT OF POSITION:

Under the close supervision of the Supervisor I, the Analyst I will provide advice and guidance to managers and supervisors regarding personnel issues, personnel policy, employee performance management, progressive discipline, and non-punitive actions. The Analyst I will be expected to display a positive attitude and serve to cultivate a team environment to help accomplish the Department's goals and missions. The Analyst I will play a vital role in the state personnel management program and is required to complete a variety of activities necessary to assure the effectiveness of PMU.

### A. RESPONSIBILITIES OF POSITION:

The Analyst I serves as a consultant and advisor to management on various issues related to performance management. This includes review and consultation on counseling memos, adverse actions (NOAA), and other discipline-related documents. Conducts research to develop appropriate resolutions and recommendations on various personnel-related issues and acts as a consultant to management for recommendations in correcting employee performance concerns. Provides guidance in the review of, drafts and assists in the administration of other non-punitive actions such as Absence Without Leave (AWOL) separations and rejections on probation (RDP). Essential (E)/Marginal (M) Duties:

- 40% (E) Serves as a consultant and advisor to management regarding performance management, conduct, employment laws and rules, and Departmental policies. Provides consultation on appropriate personnel management methodologies available to manage employees within the three-phased system of discipline and coaches supervisors on appropriate implementation of such methods throughout the discipline process. Consults with supervisors and managers to discuss and provide recommendations related to performance management concerns. Assists managers and supervisors in the preparation of a variety of corrective correspondence to employees such as counseling memos, performance evaluations, etc. that are in line with the progressive discipline process.
- 20% (E) Reviews, evaluates, and provides guidance to program management regarding draft personnel actions, which include RDPs and NOAAs filed in accordance with State Personnel Board (SPB) and California Department of Human Resources (CalHR) standards, rules, and regulations. In a consultative role to program management, incumbent independently prepares and writes the complete NOAA and RDP packages. Conducts analysis and partners with the Legal Division to provide recommendations on the appropriate penalty for formal NOAAs supported by clear and convincing evidence; consults with the Legal Division in the finalization of RDPs and NOAAs and ensures actions are legally served and the employee's Skelly rights are met. May serve as the personnel representative at Skelly Hearings.
- 15% (E) Responsible for reviewing, evaluating, and providing guidance to program management regarding non-punitive actions such as failure to meet the requirements for continuing employment. Meets with program managers and supervisors to discuss and provide recommendations. Consults and partners with the Legal Division in the decision and finalization of non-punitive actions.
- 15% (E) Consults with program management related to employee attendance concerns and AWOL issues to provide guidance and recommendations related to employee attendance. Assembles the chronology of events, drafts the Notice of AWOL Separation, recommends and consults with HRSB management and the Legal Division on the need for the AWOL separation, and ensures service of the Notice of AWOL Separation. The incumbent may serve as the personnel representative at Coleman Hearings.
- 5% (E) Assists in the development and review of policies and procedures relating to a variety of personnel issues and makes recommendations as appropriate; develops and administers training programs in areas such as progressive discipline and Performance Management.
- 5% (M) Independently enters data into PMU's centralized employee discipline database in order to accurately track consultations with supervisors and managers, counseling memos, NOAAs, hearing activities, and other duties as required.

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B. SUPERVISION RECEIVED:

The Analyst I works closely with the Supervisor I, Staff Services Manager I (Specialists), and other HRSB team members. It is the Analyst I's responsibility to keep the manager (and other staff, as needed) appropriately informed of issues, problems, trends, activities, and progress on assignments by discussion, meeting, written memoranda, e-mail messages, or status reports. The work must be accurate, complete, timely, and in accordance with CalHR and SPB rules and guidelines. Confidentiality and security must be maintained.

C. ADMINISTRATIVE RESPONSIBILITY:

D. PERSONAL CONTACTS:

The Analyst I will develop and maintain good working relationships with all levels of staff and division clients. The incumbent will confer with all levels of management and staff, employee representatives, Legal Division attorneys, the Labor Relations Bureau, the Equal Employment Opportunity Office, the Health and Safety Office, the Risk Management Bureau, SPB, and CalHR staff. The incumbent will promptly and accurately respond to internal and external clients regarding personnel management issues and demonstrate a positive attitude and a commitment to provide quality service that is accurate and timely.

E. ACTIONS AND CONSEQUENCES:

Errors in judgment can result in complaints, grievances, unfair labor practice charges, and low employee morale. Incorrect advice in the field of personnel management can also result in the loss of management flexibility to address issues and negatively impact management's operation of its program as well as cost considerable financial expense to the Department. This could also result in a loss of management's confidence in the progressive and disciplinary processes. Inefficient and ineffective disciplinary and non-punitive actions filed by the Department could result in administrative law judges overruling such actions and generate civil actions by employees and severe financial liability to the state. Poor performance by the Analyst I may also affect CDSS' ability to pursue effective negotiations with labor unions or employee representatives concerning resolution of disciplinary and non-punitive actions and diminish the Department's reputation with SPB and CalHR. As such, the Analyst I is responsible for communicating appropriate personnel information and recommendations to program managers and supervisors.

F. OTHER INFORMATION:

Excellent oral and written communication skills, receive and follow verbal/written direction from supervisors, positive attitude, open-mindedness, flexibility, tact, and ability to recognize and protect confidential information. Ability to communicate effectively with individuals with varied perspectives, backgrounds and experiences. Gain as well as give confidence and trust of others. Work in a high-pressure, fast-paced work environment with multiple demands, time critical deadlines, and sensitive, often stressful, issues. Multi-task with changing priorities. Independently use reference materials to read, analyze and logically interpret and apply appropriate laws, rules, regulations, bargaining unit contracts, policies, procedures, and instructions; analyze and solve difficult technical personnel problems and situations. Develop and evaluate alternatives and take effective action. Prepare clear and succinct reports; comprehend written material; handle stressful and/or sensitive situations with tact and diplomacy. Use good judgment and make sound decisions in critical situations; establish and maintain cooperative relations and gain confidence with those contacted in the work environment.

# CURRENT/PROPOSED

STATE OF CALIFORNIA- HEALTH AND HUMAN SERVICES AGENCY

CALIFORNIA DEPARTMENT OF SOCIAL SERVICES

## State of California - Department of Social Services

### DUTY STATEMENT

EMPLOYEE NAME:

**Vacant**

CLASSIFICATION:

**Analyst II**

POSITION NUMBER:

**800-691-5393-910**

DIVISION/BRANCH/REGION: (UNDERLINE ALL THAT APPLY)

**Admin / Human Resource Services Branch (HRSB)**

BUREAU/SECTION/UNIT: (UNDERLINE ALL THAT APPLY)

**Performance Management Unit (PMU)**

SUPERVISOR'S NAME:

**Marvah Shakib**

SUPERVISOR'S CLASS:

**Supervisor I**

SPECIAL REQUIREMENTS OF POSITION (CHECK ALL THAT APPLY):

- ☐ Designated under Conflict of Interest Code.
- ☐ Duties require participation in the DMV Pull Notice Program.
- ☐ Requires repetitive movement of heavy objects.
- ☐ Performs other duties requiring high physical demand. (Explain below)
- ☒ None
- ☐ Other (Explain below)

Position is Monday - Friday 8:00 a.m.-5:00 p.m.  
Must maintain consistent and regular attendance.

I certify that this duty statement represents an accurate description of the essential functions of this position.

SUPERVISOR'S SIGNATURE

DATE

I have read this duty statement and agree that it represents the duties I am assigned.

EMPLOYEE'S SIGNATURE

DATE

**SUPERVISION EXERCISED (Check one):**

- ☒ None
- ☐ Supervisor
- ☐ Lead Person
- ☐ Team Leader

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MISSION OF ORGANIZATIONAL UNIT:

The California Department of Social Services' (CDSS) employees are our most important resource in serving California's needy and vulnerable children and families. We partner with our employees, managers, and supervisors to select, hire, develop and maintain the best professional workforce in the state service.

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## CONCEPT OF POSITION:

Under general direction of the Supervisor I, the Analyst II will provide detailed advice and technical guidance to managers and supervisors regarding complex and sensitive personnel issues, personnel policy, employee performance management, progressive discipline, and non-punitive actions. All work must be accomplished in accordance with civil service laws and rules, bargaining unit contracts, Fair Labor Standards Act, Family Medical Leave Act (FMLA), California Family Rights Act (CFRA), California Code of Regulations, California Government Code, Americans with Disabilities Act, Personnel Management Liaison Memos, and California Department of Human Resources (CalHR) Pay Letters.

## A. RESPONSIBILITIES OF POSITION:

The Analyst II serves as an expert consultant to management on various issues related to performance management. This will include review and consultation on counseling memos, Notice of Adverse Actions (NOAA), and other discipline-related documents. Conduct research to develop appropriate resolutions and recommendations on various personnel-related issues and will act as a consultant to management for recommendations in correcting employee performance concerns. The incumbent will also provide guidance in the review of non-punitive actions such as Absence Without Leave (AWOL) separations and rejections during probation (RDP).

### Essential (E)/Marginal (M) Duties:

- 40% (E) Serves as an expert consultant and advisor to management regarding performance management, conduct, employment laws and rules, and Departmental policies. Provides consultation on appropriate personnel management methodologies available to manage employees within the three-phased system of discipline and coaches supervisors on the appropriate implementation of such methods throughout the discipline process. Consults with supervisors and managers to discuss and provide recommendations related to employee discipline concerns. Assists managers and supervisors in the preparation of a variety of corrective correspondence to employees such as counseling memoranda, performance evaluations, etc. that are in line with the progressive discipline process.
- 20% (E) Reviews, evaluates, and provides guidance to program management regarding draft personnel actions, which include RDPs and NOAAs filed in accordance with State Personnel Board (SPB) and CalHR standards, rules, and regulations. In a consultative role to program management, the incumbent independently prepares and writes the complete NOAA and RDP packages. Conducts analysis and partners with the Legal Division to provide recommendations on the appropriate level of penalty for formal NOAAs supported by clear and convincing evidence; consults with the Legal Division in the finalization of RDPs and NOAAs and ensures actions are legally served and the employee's Skelly rights are met. May serve as the personnel representative at Skelly Hearings. Trains and acts as a lead person to less experienced staff.
- 15% (E) Responsible for reviewing, evaluating, and providing guidance to program management regarding non-punitive actions such as dismissals for failure to meet the requirements for continuing employment. As an expert consultant, the incumbent meets with program managers and supervisors to discuss and provide recommendations. Consults and partners with the Legal Division in the decision and finalization of non-punitive actions.
- 15% (E) Consults with program management related to employee attendance concerns and AWOL issues to provide expert guidance and recommendations related to employee attendance. Assembles the chronology of events, drafts the Notice of AWOL Separation, recommends and consults with HRSB management and the Legal Division on the need for AWOL separation, and ensures service of the Notice of AWOL Separation. The incumbent may serve as the personnel representative at Coleman Hearings.
- 5% (E) Assists in the development and review of policies and procedures relating to a variety of personnel issues and makes recommendations as appropriate; develops and administers training programs in areas such as progressive discipline and performance management.
- 5% (M) Independently enters data in PMU's centralized employee discipline database in order to accurately track consultations with supervisors and managers, counseling memos, NOAAs, hearing activities, and other duties as required.

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B. SUPERVISION RECEIVED:

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C. ADMINISTRATIVE RESPONSIBILITY:

None

D. PERSONAL CONTACTS:

The Analyst II will develop and maintain good working relationships with all levels of staff and division clients. The incumbent will confer with all levels of management and staff, employee representatives, Legal Division attorneys, the Labor Relations Bureau, the Equal Employment Opportunity Office, the Health and Safety Office, Workers' Compensation, Benefits Unit, SPB, and CalHR staff. The incumbent will promptly and accurately respond to internal and external clients regarding personnel management issues and demonstrate a positive attitude and a commitment to provide quality service that is accurate and timely.

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