

POSITION STATEMENT

| 1. POSITION INFORMATION | |
|--|---------------------------------|
| CIVIL SERVICE CLASSIFICATION: | WORKING TITLE: |
| Analyst II | Onboarding and Skilling Analyst |
| NAME OF INCUMBENT: | POSITION NUMBER: |
| | 280-227-5393-976 |
| OFFICE/SECTION/UNIT: | SUPERVISOR'S NAME: |
| Onboarding and Skilling Unit | |
| DIVISION: | SUPERVISOR'S CLASSIFICATION: |
| Command Center, ARU 227 | Supervisor I |
| BRANCH: | REVISION DATE: |
| Disability Insurance Branch | 1/26/2026 |
| Duties Based on: <input type="checkbox"/> FT <input type="checkbox"/> PT– Fraction _____ <input type="checkbox"/> INT <input type="checkbox"/> Temporary – _____ hours | |
| 2. REQUIREMENTS OF POSITION | |
| Check all that apply: <input type="checkbox"/> Conflict of Interest Filing (Form 700) Required <input type="checkbox"/> Call Center/Counter Environment <input type="checkbox"/> May be Required to Work in Multiple Locations <input checked="" type="checkbox"/> Requires Fingerprinting & Background Check <input type="checkbox"/> Requires DMV Pull Notice <input type="checkbox"/> Bilingual Fluency (<i>specify below in Description</i>) <input type="checkbox"/> Travel May be Required <input type="checkbox"/> Other (<i>specify below in Description</i>) | |
| Description of Position Requirements: (e.g., qualified Veteran, Class C driver's license, bilingual, frequent travel, graveyard/swing shift, etc.) | |
| | |
| 3. DUTIES AND RESPONSIBILITIES OF POSITION | |
| Summary Statement: (Briefly describe the position's organizational setting and major functions) | |
| Under the direction of the Supervisor I, the Analyst II independently performs the more complex and sensitive tasks to plan, organize, and complete the administrative services, real-time, and intraday adherence activities for the Disability Insurance Branch (DIB). The incumbent performs the more difficult and complex analytical and technical analyses for the DI Command Center Division pertaining to the strategic planning, innovation, and implementation activities associated with the DIB including, but not limited to, the following: <ul style="list-style-type: none"> • Completes additions, modifications, and deletions of staff profiles in the ICC platform; • Monitors and reviews real-time and intraday staff performance on the ICC platform; • Monitors and reviews intraday performance and performance reports; • Monitors and reviews staffing resources optimization; • Develops, monitors, and reviews thresholds and ICC queues; • Develops, monitors, and reviews adherence and exception reporting criteria; • Develops and provides recommendations for daily ICC staffing outlooks; • Develops, analyzes, and reviews data and reporting of key performance indicators and metrics for optimal contact center performance; | |

Civil Service Classification

Analyst II

Position Number

280-227-5393-976

- Monitors and optimizes performance and workflow processes for the ICC;
- Participates in department-wide and DI Branch workgroups;
- Reviews and develops presentations and reports;
- Provides training to field offices on workload and operational-related activities and issues;
- Acts as a lead liaison to support and facilitate inter-office, division, or branch-wide coordination efforts for the ICC platform activities.

The incumbent works closely with staff and management from the various branch divisions, Information Technology Branch (ITB), and vendors and is responsible for the administrative and adherence activities of the ICC platform from a technical and operational perspective for the DIB. The incumbent must be able to work in a fast-paced environment and possess strong communication skills (written and verbal), as they will be responsible for providing time-sensitive information to stakeholders across the DIB. The incumbent interacts directly with a variety of management levels, project team members, internal and external stakeholders, and vendors to ensure service requests are processed timely for staffing modifications for the ICC platform (e.g., additions, modifications, removals, skilling updates, etc.), performs real-time intraday management of agents assigned to the ICC to ensure staffing needs are appropriately allocated to meet Service Level Agreements, monitoring call campaigns, scheduled callbacks, virtual hold appointments, and real-time adherence functions associated to the DI Customer Service Centers. The incumbent will develop, monitor, and actively participate in activities related to the administration and workforce management for the DIB, including, but not limited to, monitoring and managing the ICC platform by ensuring service requests are processed in a timely manner, ensuring staffing allocations and resources align to achieve projected workload forecasts, ensuring call volumes are managed to achieve optimal performance and claim processing timelines and SLAs are met, and the oversight for real-time adherence. As a lead analyst, the incumbent maintains knowledge of the business environment, systems, and external factors/trends related to technological enhancements/upgrades, industry-standard technologies, staffing allocations, resource planning, and workload needs. The incumbent performs lead research and analyses, acts as a Subject Matter Expert, and participates in and facilitates branch-wide workgroups and projects.

| Percentage of Duties | Essential Functions |
|-----------------------------|---|
| 40% | Performs the more complex and varied tasks and techniques to work as a liaison among team members, internal and external stakeholders, and vendors to analyze and monitor staffing allocations and resources to ensure projected workload forecasts align with intraday and real-time projections to achieve established SLAs and claim processing timelines, and optimal customer service is provided to DIB customers. Monitors the ICC platform for real-time and intraday adherence of agents assigned to the DI Customer Service Centers. Performs the administration and management of the ICC platform by ensuring the timely processing of requests received (e.g., staffing additions, modifications, deletions, skilling updates, etc.) and validation of staffing resources for the DIB associated with call campaigns (e.g., incoming and outgoing calls, scheduled callbacks, virtual hold appointments, etc.). Develops and reviews daily, weekly, monthly, and ad-hoc reports and tools to determine operational efficiencies of the Customer Service Centers. |
| 35% | Independently works with other managers within DIB, ITB, various other branches, and vendors to share information and coordinate activities; participating in group discussions regarding the administrative and operational functions of the ICC platform are being achieved; attending management team and unit meetings; keeping apprised of Department, Branch, and division issues; communicating with the ICC Services and Adherence team about issues that could affect contact center operations. Reviews and monitors the routing and skilling strategies, staffing forecast recommendations, planned and unplanned leave, schedule optimization, threshold/queue monitoring, adherence/exception reporting, and intraday |

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Analyst II

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|-----------------------------|---|
| | <p>performance for the DIB and identifies areas for improvement, coordinating with other divisions on shared issues and processes.</p> <p>Collaborating, facilitating, and leading meetings with team members, stakeholders, and vendors for the administrative and adherence activities of the DI Customer Service Centers. Developing and overseeing the review of the ICC platform, key metrics, real-time adherence, and staffing allocations and resources are presented and reported accurately. Providing expert consultation and impact analysis relative to the DIB's business processes, policies/procedures, and conveying important/sensitive information to impacted management, staff, stakeholders, and vendors.</p> |
| 20% | Employs business process re-engineering methodologies in order to streamline efficiencies in the workflow process. Leads and facilitates project-related activities and workgroups. Acts as lead on coordinated projects and implementations of new procedures and tools. Facilitates meetings with DIB representatives and project teams. Provides lead consultation and impact analysis relative to DIB systems, processes, and policies. |
| Percentage of Duties | Marginal Functions |
| 5% | Performs other duties as assigned. |

4. WORK ENVIRONMENT *(Choose all that apply)*

Standing: Occasionally - activity occurs < 33%

Sitting: Continuously - activity occurs > 66%

Walking: Occasionally - activity occurs < 33%

Temperature: Temperature Controlled Office Environment

Lighting: Artificial Lighting

Pushing/Pulling: Occasionally - activity occurs < 33%

Lifting: Occasionally - activity occurs < 33%

Bending/Stooping: Occasionally - activity occurs < 33%

Other: *Click here to enter text.***Type of Environment:**
 High Rise
 Cubicle
 Warehouse
 Outdoors
 Other:
Interaction with Customers: Required to work in the lobby Required to work at a public counter Required to assist customers on the phone
 Required to assist customers in person Other:**5. SUPERVISION EXERCISED:***(List total per each classification of staff)**Click here to enter text.***6. SIGNATURES****Employee's Statement:***I have reviewed and discussed the duties and responsibilities of this position with my supervisor and have received a copy of the Position Statement.*

Employee's Name:

Employee's Signature:

Date:

Civil Service Classification

Analyst II

Position Number

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|--|----------------------|---------------|
| Supervisor's Statement: <i>I have reviewed the duties and responsibilities of this position and have provided a copy of the Position Statement to the employee.</i> | | |
| Supervisor's Name: | | |
| Supervisor's Signature: | | Date: |
| 7. HRSD USE ONLY | | |
| Classification and Pay Group (CPG) Approval | | |
| <input checked="" type="checkbox"/> Duties meet class specification and allocation guidelines. | CPG Analyst Initials | Date Approved |
| <input type="checkbox"/> Exceptional allocation, STD-625 on file. | AF | 2/11/2026 |
| Reasonable Accommodation Unit use ONLY <i>(completed after appointment, if needed)</i> <i>If a Reasonable Accommodation is necessary, please complete a Request for Reasonable Accommodation (DE 8421) form and submit to Human Resource Services Division (HRSD), Reasonable Accommodation Coordinator.</i> | | |
| List any Reasonable Accommodations made: | | |

Supervisor: After signatures are obtained, make 2 copies:

- Send a copy to HRSD (via your Attendance Clerk) to file in the employee's Official Personnel File (OPF)
- Provide a copy to the employee
- File original in the supervisor's drop file

POSITION STATEMENT

| 1. POSITION INFORMATION | |
|---|---------------------------------|
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| Analyst I | Onboarding and Skilling Analyst |
| NAME OF INCUMBENT: | POSITION NUMBER: |
| | 280-227-5157-976 |
| OFFICE/SECTION/UNIT: | SUPERVISOR'S NAME: |
| Onboarding and Skilling Unit | |
| DIVISION: | SUPERVISOR'S CLASSIFICATION: |
| Command Center, ARU 227 | Supervisor I |
| BRANCH: | REVISION DATE: |
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| 3. DUTIES AND RESPONSIBILITIES OF POSITION | |
| Summary Statement: (Briefly describe the position's organizational setting and major functions) | |
| Under the supervision of the Supervisor I, the Analyst I works collaboratively with a team and performs less difficult and routine tasks to plan, organize, and complete the administrative services, real-time, and intraday adherence activities for the Disability Insurance Branch (DIB). The incumbent performs the routine analytical and technical analyses for the DI Command Center Division (DICCD) pertaining to the administrative services, real-time, and intraday adherence activities associated with the DIB including, but not limited to, the following: | |
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Analyst I

Position Number

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- Monitors and optimizes performance and workflow processes for the ICC;
- Participates in department-wide and DI Branch workgroups;
- Reviews and develops presentations and reports;
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| 35% | Works with other managers within the DIB, ITB, various other branches, and vendors to share information and coordinate activities; participating in group discussions regarding the administrative and operational functions of the ICC platform and ensuring they are being achieved; attending management team and unit meetings; keeping apprised of Department, Branch, and division issues; communicating with the ICC Services and Adherence team about issues that could affect contact center operations. Reviews and monitors the routing and skilling strategies, staffing forecast recommendations, planned and unplanned leave, schedule optimization, threshold/queue monitoring, adherence/exception reporting, and intraday |

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| 20% | Employs business process re-engineering methodologies to streamline efficiencies in the workflow process. Participates in project-related activities and workgroups. Participates in coordinated projects and implementations of new procedures and tools. Facilitates meetings with DIB representatives and project teams. Provides consultation and impact analysis relative to DIB systems, processes, and policies. |
| Percentage of Duties | Marginal Functions |
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4. WORK ENVIRONMENT *(Choose all that apply)*

| | |
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| Lifting: Occasionally - activity occurs < 33% | Bending/Stooping: Occasionally - activity occurs < 33% |
| Other: <i>Click here to enter text.</i> | |

Type of Environment:
 High Rise
 Cubicle
 Warehouse
 Outdoors
 Other:
Interaction with Customers:
 Required to work in the lobby
 Required to work at a public counter
 Required to assist customers on the phone
 Required to assist customers in person
 Other:
5. SUPERVISION EXERCISED:*(List total per each classification of staff)**Click here to enter text.***6. SIGNATURES****Employee's Statement:**

I have reviewed and discussed the duties and responsibilities of this position with my supervisor and have received a copy of the Position Statement.

Employee's Name:

Employee's Signature:

Date:

Supervisor's Statement:

I have reviewed the duties and responsibilities of this position and have provided a copy of the Position Statement to the employee.

Civil Service Classification

Analyst I

Position Number

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Supervisor's Name:

Supervisor's Signature:

Date:

7. HRSD USE ONLY**Classification and Pay Group (CPG) Approval** Duties meet class specification and allocation guidelines.

CPG Analyst Initials

Date Approved

 Exceptional allocation, STD-625 on file.

AF

2/11/2026

Reasonable Accommodation Unit use ONLY *(completed after appointment, if needed)**If a Reasonable Accommodation is necessary, please complete a Request for Reasonable Accommodation (DE 8421) form and submit to Human Resource Services Division (HRSD), Reasonable Accommodation Coordinator.*

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