

DUTY STATEMENT



CURRENT
 PROPOSED

CIVIL SERVICE CLASSIFICATION Analyst II		WORKING TITLE Collections Analyst		
PROGRAM NAME Office of Fiscal Services		UNIT NAME Collections		
ASSIGNED SPECIFIC LOCATION San Francisco			POSITION NUMBER 400 – 101-5393-132	
BARGAINING UNIT R01	WORK WEEK GROUP 2	BILINGUAL POSITION No	CONFLICT OF INTEREST FILER Yes	BACKGROUND CHECK Yes

General Statement

Under the direction of the Supervisor I, the Analyst II is responsible for performing complex technical and analytical duties such as filing Judgments with the California Superior Courts, referring delinquent cases to the Employment Development Department (EDD), Labor Standards and Enforcement (DLSE), and the Contractor's State License Board (CSLB). In addition, regularly contact the public or the Department of Industrial Relations (DIR) internal staff. The Analyst II is responsible for collection actions on delinquent Accounts Receivable (A/R) for CalOSHA, Pressure Vessel (PV), Elevators (EV), Amusement Ride & Tramway (ART), Non-sufficient Funds (NSF) accounts, and Labor Commissioner's Office (LCO) Wage Claim Adjudications (WCA). Duties include but not limited to:

Candidates must be able to perform the following essential functions with or without reasonable accommodations.

Percentage of Time Spent	Duties <u>Essential Job Functions</u>
45%	<p>The Analyst II handles the more complex collection activities for delinquent A/R accounts, including CalOSHA, PV, EV, ART, NSF, and LCO/WCA. Throughout the day, they may have significant contact with the California Superior Courts, CalOSHA support staff, District Offices, CalOSHA legal counsel, Occupational Safety and Health Appeals Board (OSHAB), PV, EV, ART, the Division of Labor Standards and Enforcement licensing units (such as car wash, garment, and farm labor contractors), Labor Commissioner's District Offices, the contracted third-party collection agency [Employment Development Department (EDD)], the Contractor's State Licensing Board (CSLB), and other programs within the Office of Fiscal Services (OFS).</p> <p>Regularly monitor delinquent accounts to ensure cases are processed within the required statute of limitations for collecting and filing judgments with the California Superior Courts. Additionally, consistently review and update the CalOSHA subsystem and the FileMaker database to maintain accurate account records. Independently generate, analyze, and review various reports (e.g., Aging Report, Collections Referral Report, Judgment Filed Report, Certification for Execution follow-up report, etc.) to ensure that all necessary actions are taken.</p> <p>Regularly contact debtors by phone, email, and collection letters to notify them of</p>

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	<p>their delinquent liabilities and the impending legal action for non-payment. Occasionally, refer the debtor to Accounts Receivable (AR) to set up a payment plan. Refer delinquent debt accounts to the collection agency (EDD) for further collection action. Direct and guide debtors and stakeholders on various state processes (i.e., websites, tools, programs, and application processes) to provide information and resolve problems or complaints.</p> <p>Acts as a liaison to coordinate communication between management, staff, and internal and external stakeholders to provide program information, answer questions, and address issues. Resolves the most complex problems that may arise from collection actions. Assists the Supervisor I in making recommendations to resolve issues related to completing work assignments.</p>
30%	<p>Coordinate with the DIR Office of Information Systems' (OIS) programmers, CalOSHA, OSHAB, PV, EV, ART, DLSE managers, Deputy Labor Commissioners and staff, and other OFS staff to quickly resolve system issues.</p> <p>Every quarter, analyze, prepare, review, and recommend delinquent accounts deemed uncollectible to the appropriate AR unit to submit a Discharge of Accountability (write-off) to the State Controller's Office (SCO). Ensure contracted deliverables are met, such as timely submission of EDD referrals, activity reports, account statistics, uncollectible account reports, and others. Review, approve, and verify the contractor's billing charges. Assess performance and submit a written report on the third-party collection agency's (EDD) performance. Verify the collection agency's remittance report for payment accuracy.</p> <p>Provide on-the-job training and mentorship to lower-level staff, thereby improving the unit's overall efficiency and productivity.</p>
20%	<p>Periodically creates, edits, and updates documents, written materials, and instructional materials such as memos, letters, reports, Accounting Procedures Manual, and technical manuals. Ensures the accuracy and completeness of such documents, clarifying procedures, including work standards, project parameters, and computer operations.</p> <p>Coordinate meetings with various groups, including management staff and internal and external stakeholders, to solve problems, collect information, and support organizational goals and objectives. Will occasionally be assigned to take and transcribe meeting notes on a rotational basis.</p>
Percentage of Time Spent	Marginal Job Functions
5%	Perform other duties as assigned.

Conduct, Attendance, and Performance Expectations

This position requires the incumbent to maintain consistent and regular attendance, communicate effectively (both orally and in writing) with the public and other employees, develop and maintain knowledge and skills related to specific tasks, methodologies, materials, tools, and equipment, complete assignments promptly and efficiently, and adhere to Departmental policies and procedures.



Supervision Received

The incumbent reports directly to the Supervisor I and may receive assignments from the Accounting Administrator II.

Supervision Exercised

None

Work Environment, Special Requirements/Other Information, Physical Abilities, Additional Requirements/Expectations, and Personal Contacts

Work Environment

The incumbent works in an air-conditioned high-rise office building with natural and artificial lighting. In addition, the incumbent works in a cubicle in close proximity to others.

Special Requirements/Other Information

All DIR employees are expected to conduct themselves professionally by showing respect to all coworkers and individuals they meet during work hours, work-related activities, and when representing the Department. Furthermore, all DIR employees are responsible for fostering a safe and secure work environment that is free from discrimination, harassment, inappropriate behavior, or retaliation.

Physical Abilities

The incumbent must sit/stand and use a computer for extended periods.

Additional Requirements/Expectations

N/A

Personal Contacts

The incumbent will have daily contact with management and staff of the Accounting Unit and interact with the Division of Occupational Safety and Health, the Labor Commissioner's Office, and the Employment Development Department.

Employee Acknowledgment

I have read and understand the duties listed above and certify that I possess essential personal qualifications including integrity, initiative, dependability, good judgment, and ability to work cooperatively with others; and a state of health consistent with the ability to perform these assigned duties as described above with or without reasonable accommodation. If you believe a reasonable accommodation is necessary, discuss your concerns with the hiring supervisor. If unsure of a need for a reasonable accommodation, inform the hiring supervisor who will discuss your concerns with the Medical Management Unit in the Human Resources Office.

Employee Name

Employee Signature

Employee Sign Date

Supervisor Acknowledgment

I certify this duty statement represents a current and accurate description of the essential functions of this position. I have discussed the duties of this position with the employee and provided the

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employee with a copy of this duty statement.

Supervisor Name

Supervisor Signature

Supervisor Sign Date

HUMAN RESOURCES OFFICE APPROVAL

MA

C&S Analyst Initials

2/18/2026

Approval Date