

State of California - Department of Social Services

PROPOSED DUTY STATEMENT

EMPLOYEE NAME:

Vacant

CLASSIFICATION:

Analyst I

POSITION NUMBER:

800-906-5157-910

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

Adult Programs Division

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

SUPERVISOR'S NAME:

Leora Filosena

SUPERVISOR'S CLASS:

CEA C

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)*

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.

The Analyst I serves as lead over clerical support staff in the Division, including three Executive Secretaries and two Office Technicians in the Division. This individual will lead assignments to Division personnel on behalf of the Deputy Director.

MISSION OF ORGANIZATIONAL UNIT:

The Adult Programs Division (APD) is responsible for overseeing services and resources for low income adults, blind, or disabled individuals, including children, so they may remain safely in their homes. The APD oversees and administers the In-Home Supportive Services (IHSS) program, Adult Protective Services (APS), the Supplemental Security Income/ State Supplementary Payment (SSI/SSP) program, the Cash Assistance Program for Immigrants (CAPI), the California Veterans Cash Benefits (CVCB), the Interim Assistance Reimbursement (IAR) program, and the Assistance Dog Special Allowance (ADSA) program.

CONCEPT OF POSITION:

Under the direction of the Deputy Director of APD, the Analyst I leads three branch Executive Secretaries and two Office Technicians to ensure that all support activities and work produced at all levels of the Division are in accordance to Departmental and Division requirements. This position will also be the main point of contact for the Division for all public requests. The Analyst I must exercise independent judgment in carrying out a variety of difficult and independent tasks and other complex activities, designed to support the Deputy Director and the Division. Performance of tasks involves a high degree of initiative, organizational skills, ability to handle multiple priorities and have an amiable personality in handling calls and correspondence from the public.

A. RESPONSIBILITIES OF POSITION:

30% Independently analyzes, evaluates, and prioritizes assignments directed by the Deputy Director. Conducts administrative and programmatic analyses related to Division operations, workload distribution, and process effectiveness. Gathers, complies, reconciles, and interprets data and other materials to identify trends, issues, and opportunities for improvement in operations. Develops options, recommendations, and proposed solutions to support informed decision making. Tracks sensitive information and ensures appropriate handling in accordance with Departmental policies and procedures.

25% Reviews, analyzes, and edits incoming and outgoing correspondence, reports, briefing materials, and responses for appropriateness, accuracy, with Departmental policies and procedures, and alignment with program objectives. Exercises independent judgment to ensure responses are complete and substantively address inquiries. Assists with drafting reports, guidance, and procedural documents. Serves as a content reviewer/editor for Division communications and ensures materials are accessible and suitable for internal and public facing use.

20% Serves as a point of contact for public inquires, legislative staff, advocacy organizations, and representatives from state and federal departments. Screens, researches, and analyzes inquires and complaints coming in via email, written or through the main line of the Division. Elevates sensitive or complex issues to management as needed. Coordinates with internal Branches/Bureaus/Units to gather information, analyze issues, and support timely and accurate responses.

15% Assists in developing, implementing, monitoring, and evaluating administrative and operational process that support the Deputy Director and the Branches within APD. Analyzes existing procedures and recommends improvements to enhance efficiency, consistency, and compliance. Assigns, tracks, logs, and follows up on controlled correspondence and projects to ensure timely completion and adherence to established requirements.

10% Provides administrative coordination with other support staff in maintaining and updating calendars, tracking logs, and control documents related to projects, assignments, deadlines, and controlled correspondence as needed. Tracks action items, due dates, and deliverables to support workflow management and timely responses. Coordinates scheduling meetings for the Deputy Director as needed. Other duties as needed to support the Division.

B. SUPERVISION RECEIVED:

The Analyst I works under the general direction of the Deputy Director and is required to utilize and demonstrate interest in assuming increasing responsibility, mature judgment, loyalty, poise, tact and discretion, as well as exhibits initiative, independence and resourcefulness in completing assignments.

C. ADMINISTRATIVE RESPONSIBILITY:

The Analyst I meets regularly with Division support staff to share information on administrative procedures and to resolve problems with clerical activities. The incumbent is the initial representative of the Adult Programs Division to all persons who contact it for help, assistance and information, and must be able to respond appropriately. The incumbent is responsible for the overall office management and administration.

D. PERSONAL CONTACTS:

The Analyst I has daily contact with all levels of Departmental staff, California Health and Human Services Agency staff, other state agencies, the Governor's Office, representatives of county, city and local government officials, the legislator and their staff, community representatives and the general public. Calls must be handled tactfully to ensure that good working relations are maintained. The EA must be able to analyze situations and take effective action in carrying out the duties listed above.

E. ACTIONS AND CONSEQUENCES:

The APD is responsible for designing, developing, implementing and overseeing five major programs with a budget that exceeds 30 billion dollars annually. In addition to analyzing, tracking and coordination a multitude of state and federal legislation, regulations and proposals, a considerable amount of responsible policy determination and substantial amount of demanding personal contact with other departmental staff, the office of legislation and officials of other governmental agencies involving these complex program issues is required in this position. Failure to use good judgment in responding to written and personal inquiries, conveying inaccurate or confidential information or missing critical deadlines can directly impact the Division's success and effect the Department as a whole. The result can range from embarrassment to loss of funding to violations of the Government Code.

F. OTHER INFORMATION:

The Analyst I must be able to anticipate the needs of the Deputy Director, work independently and demonstrate interest in assuming increasing responsibility. Mature judgment, tact and discretion, recognition of sensitive and confidential issues, good judgment, excellent interpersonal skills, flexibility and the ability to work under pressure are all essential. The incumbent must be organized and possess the ability to manage a very busy office workload while performing a variety of tasks with a high degree of accuracy and neatness.