

## State of California - Department of Social Services

**DUTY STATEMENT**

EMPLOYEE NAME:

Vacant

CLASSIFICATION:

Analyst II

POSITION NUMBER:

800-693-5393-910

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

Admin/Human Resource Services

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

Payroll and Benefits Section

SUPERVISOR'S NAME:

Valentina Osborne

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)*

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, managers, and supervisors to select, hire, develop, and maintain the best professional workforce in State Service.

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**CONCEPT OF POSITION:**

The Analyst II is responsible for providing technical guidance, assistance, and support to the Payroll and Benefits Section, under the direction of the Supervisor I, Payroll Unit. The Analyst II is primarily responsible for assisting the Payroll Unit with complex payroll and benefits assignments. This involves handling complex payroll and benefits matters and responding to managers on payroll issues that require discretion and confidentiality. The role requires a high level of initiative, autonomy, and independence.

**A. RESPONSIBILITIES OF POSITION:**

30% The Analyst II will act with a high degree of independence in providing a wide range of administrative and analytical support. Independently analyze and perform the most complex personnel and payroll transactions. Apply and interpret CalHR Policies, Bargaining Unit Contracts, Benefits Administration Manual, SCO Personnel Action Manual, Payroll Procedures Manual, California Leave Accounting System (CLAS) Manual, SCO Payroll, Personnel, Leave Accounting Letters, and CalPERS Circular Letters to all personnel and payroll transactions. Analyze, evaluate, update, and disseminate policies and procedures related to disability, payroll, and benefits. Make recommendations to management of necessary changes to Department procedures to implement mandated changes from control agencies. Develop, update, and maintain desk manuals, guidelines, internal methods, processes, forms, HRMLs, and job aids to assist Payroll staff. Assist with developing trainings on laws, rules, regulations, and bargaining contract provisions affecting and maintaining personnel record keeping and personnel transactions. Performs onboarding and benefit orientations. Displays familiarity with automated systems such as using the California Leave Accounting and ServiceNow. Develop, process, and track required criteria for each classification receiving a pay differential. Ensure that all changes to employees' pay differential eligibility are accurately and timely processed. Conduct special studies by reviewing and analyzing payroll workload to ensure performed tasks are accurately processed. Prepare recommendations to streamline processes to achieve efficiency. Propose recommendations to management for review and approval.

25% Serve as the department's I-9 Coordinator - monitor, update, track all I-9 documents for accuracy and compliance. Log and track document expirations, facilitate the renewal process, communicate with programs, and serve as the subject-matter expert. Serve as the department's liaison processing administrative actions by logging, tracking, and disseminating information from PMU and ensuring timely and proper action by the Personnel Specialist. The incumbent will also be responsible for calculating and coordinating extensions on probations. Coordinate and facilitate calculations for the Disaster Services Branch to process payments for VEST, travel, and overtime. Process payments for Pay Differentials 62, 421, and 453. Independently serve as a Payroll and Benefits subject-matter expert and may act as a lead in complex and special payroll-related projects.

20% Analyze and review the regular error report, research discrepancies, and take the appropriate action to make corrections in the system due to data entry errors, data changes, leave adjustments, or system audit clean-up. Work directly with the Information Systems Division and other subject-matter experts to enhance or modify the ServiceNow system and the human resources application aspect of ServiceNow as it applies to the PBS by using conceptual problem-solving and reasoning. Constantly review and streamline processes, compare data, evaluate alternatives, analyze and identify service options and program categories, informational/data needs, present ideas, develop business requirements, assess downstream impacts, create service materials, monitor the growth and efficiency, provide trainings, and perform ongoing program development and maintenance. Provide technical expertise and serve as the lead for the State Controller's Office monthly Leave Benefit Electronic monthly incoming and outgoing interface files. Process and maintain monthly outgoing leave benefit and payment files for approximately 6,000 employees and independently upload files via FTP to SCO.

15% Develop, update, and maintain the Accounts Receivable Write-Off Process; work with Accounting to collect and intercept overpayments via the Franchise Tax Board and the State Controller's Office. Review and analyze reports from control agencies and take timely and appropriate action. Review, reconcile, and process various expenses and invoices from control and state agencies (EDD, CalPERS, SCO). Review and dispute all non-controllable charges, such as those related to disability or retroactive salary increases initiated by control agencies, on the monthly SCO Retroactivity Report. Ensure all disputed charges are removed from the quarterly Retroactivity invoice before approving payment and coordinating with SCO to have errors corrected. Coordinate, collaborate, and maintain information regarding the Quarterly Delegation report for CalHR functions.

10% Answer general and technical questions from PBS staff and aid with vacant and backlogged work as needed. This involves transacting all facets of Personnel Specialist work, including, but not limited to, Personnel Action Request (PAR) documentation, updating employment history, processing timesheets, keying and releasing pay, keying appointment and separation documents, creating Official Personnel Files (OPF), processing forms, and balance reconciliation. Complete special project assignments as assigned by the Payroll Supervisors, HR Branch Chief, and Executive Office assignments special request reports and correspondence as needed.

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B. SUPERVISION RECEIVED:

The Analyst II is directly supervised by the Supervisor I, Payroll and Benefits Section, and receives assignments and direction from the Branch/Section Chiefs as needed.

C. ADMINISTRATIVE RESPONSIBILITY:

NONE

D. PERSONAL CONTACTS:

The Analyst II will have daily contact with all levels of Departmental employees as well as representatives from other State agencies and the public. Contact with the public is primarily by telephone contact.

E. ACTIONS AND CONSEQUENCES:

The Analyst II exercises judgment in making critical decisions affecting personnel needs for the Payroll, Benefits, and Disability Management Bureau. Poor judgment, inadequate research, or failure to analyze a situation thoroughly could result in costly and less than optimal performance to the program or person being served, as well as a loss of credibility to the Department. This position has access to confidential, personal, and sensitive information and the incumbent is expected to always maintain the privacy and confidentiality of such information. Ability to collaborate and work well with co-workers and clients, provide clear and concise communication, have patience when dealing with upset and/or frustrated clients, track and meet multiple deadlines, and interpret and adhere to guidelines and directions received. Failure to maintain confidentiality could adversely affect the HRSB, Division, or Department.

F. OTHER INFORMATION:

Incumbent must demonstrate the ability to act independently, be open-minded, flexible, and tactful; possess good communication skills; use good judgment in decision-making; exercise creativity and flexibility in problem identification and resolution; manage time and resources effectively; and be responsive to the department's management needs. The incumbent must identify and respond to current and future management and staff needs and provide excellent customer service. In addition, the incumbent should have experience working with changing priorities and have the ability to research, interpret, and apply laws, rules, practices, and principles governing the state's personnel management practices. The incumbent must possess a strong aptitude for working with and solving personnel-related issues and possess knowledge of Microsoft and web-based applications. Ability to handle multiple assignments, meet critical deadlines, and communicate effectively, both orally and in writing, is a requirement for this position.