



## DUTY STATEMENT

CLASSIFICATION	DIVISION
Research Data Analyst II	Programs Division
WORKING TITLE	UNIT
Data Analyst	Program Policy & Development
POSITION NUMBER	COLLECTIVE BARGAINING UNIT
016-262-5731-001	R01
EMPLOYEE NAME	EFFECTIVE DATE

**CSD Mission:**

The mission of the Department of Community Services and Development (CSD) is to improve the economic security of vulnerable Californians through programs and partnerships that support the state’s diverse communities.

**Position Summary:**

Under the direction of the Supervisor I, the Research Data Analyst (RDA) II will be responsible for collaboratively developing and performing complex data analysis and research that is critical to the Energy & Environmental Services Branch projects, policy development and reporting. The incumbent will evaluate, develop and provide data needed to make department-wide data driven decisions. The incumbent is responsible for the research, data analysis, review, and corresponding tasks necessary to enable services within the Branch in support of the federal Low-Income Home Energy Assistance Program (LIHEAP), the federal Department of Energy Weatherization Assistance Program (DOEWAP) and other Branch programs. Duties include, but are not limited to, the following:

**Essential Functions:**

- 30% Independently performs the more complex data gathering, research and analysis using a variety of sources, including internal systems, certified databases, structured and unstructured data, and proprietary data sources to support the Branch’s program policy research. Thoroughly and independently document all aspects of the data analysis process, including the specific records reviewed, methodologies employed, and resulting conclusions, to provide robust support for findings. Prepare and deliver presentations to management of research findings using graphs, charts or visual aids to staff and management, develops recommendations to aid in decision making.
  
- 25% Gather, compile and analyze data obtained from internal systems or external data sources to complete annual and quarterly federal reporting, utility assistance payment tables, annual federal waiver request, updates to funding allocations and other federal or state reporting as needed. Analyze data to identify recurring patterns and significant trends and present findings to management. Prepare documentation detailing approach to gathering data, data sources used, and methodology employed to complete the work described above. Use independent data research skills to develop innovative strategies and solutions for addressing immediate and ongoing information

needs of the Department. Periodically update dashboards to ensure the data is accurate and timely. Conduct thorough data analysis to verify the quality, reliability, and accuracy of the data employed.

- 20% Develop business use case documents in collaboration with CSD's Information Technology (IT) staff to implement new data collection requirements resulting from new policy or federal or state mandates. Review technical specifications, business requirements and design documents, build and release documents, and test documentation prepared by CSD's IT staff to confirm accuracy of system implementation requirements or provide recommendations for modifications. Serve as subject matter expert on the Program Policy and Development Unit (PPD) program activities during the discovery, development, and implementation of information technology projects and solutions. Act as an advanced user of CSD's Combined Outcome Reporting Engine to provide support to the Energy Division program staff.
- 10% Researches and responds to requests for information, data, and analysis from departmental management, external agencies, external researchers, and other interested parties that may include reviews of existing and proposed research, policies or legislation; and preparing spreadsheet summaries, reports, charts, and tables. This work includes selecting and applying appropriate statistical tests, analyzing structured and unstructured data, and formulating written conclusions.
- 10% Participate in and attend professional workgroups, conferences, and training related to performance management of federal or state programs. Attend Energy Council and quarterly Local Service Provider meetings to present research and data as needed. Perform other duties and special data research projects as required to support the PPD Unit and Department.

**Marginal Functions:**

- 5% Perform other duties as required and consistent with department needs in alignment with the RDA II class specifications. Participate in activities that contribute to professional growth and development.

**Supervision Received:**

The Research Data Analyst II receives direct supervision from the Supervisor I, Branch Chief and may receive general direction from the Section Managers and Chief Deputy Director.

**Supervision Exercised:**

None.

**Personal Contacts:**

The incumbent is in daily contact with departmental management and staff, key personnel from CSD's contract network, and other Federal and State agency personnel.

### **Responsibility for Decisions and Consequences of Error:**

Adhere to all applicable Federal and State law and/or regulations related to the functions of the Energy and Environmental Services Division. Adheres to departmental and unit policies and procedures. Failure to comply with or assure compliance with, applicable Federal or State law, regulations, and other contract requirements may result in the loss of funding, ineffective services to contractors and the low-income population served.

### **Conduct, Attendance, and Performance Expectations**

This position requires the incumbent to maintain consistent and regular attendance; communicate effectively (both orally and in writing) and with tact in dealing with the public and/or other employees; develop and maintain knowledge and skills related to specific tasks, methodologies, materials, tools, and equipment; complete assignments in a timely and efficient manner; and adhere to departmental policies and procedures.

This position performs administrative duties including, but not limited to: adheres to Department policies, rules, and procedures; submits administrative requests including leave, overtime, travel, and training in a timely and appropriate manner; accurately reports time; and submits time sheets by the due date.

### **Working Conditions:**

- To promote collaboration, team cohesion, and employee development, CSD operates on a hybrid schedule in accordance with both Statewide and CSD's Telework Policies.
- Work at an alternate work location must be conducted in a space that is ergonomically sound, private, distraction-free, and has safe working conditions to be eligible to telework.
- Work performed in the office is in a climate-controlled building with both natural and artificial lighting.
- Work requires sitting for an extended period using a personal computer and the use of standard office equipment, such as phones, copiers, or scanners.
- Occasional travel may be required to attend meetings, training, and other job-related events.

### **Competencies:**

- Customer Service – Personifies CSD's number one objective, which is to provide clear, correct, courteous, complete, concise and competent services to all internal and external customers.
- Communication – Listens, writes, and presents ideas, opinions, and information in diverse situations.
- Resilience – Overcomes challenges, does the job, and remains optimistic under pressure and adversity.
- Diversity and Inclusion – Works effectively in an inclusive workplace where individual differences and perspectives are respected and leveraged to achieve organizational goals.
- Innovative – Demonstrates curiosity, develops new insights, considers creative approaches and applies novel solutions.
- Interpersonal Skills – Interacts positively with courtesy, sensitivity and respect with a variety of individuals and makes every effort to understand and relate to others.
- Collaboration - Develops, maintains, and strengthens relationships while working together to achieve results.

- Digital Fluency – Use technology effectively in the performance of one’s job. Includes the integration and acceptance of new technology when appropriate.
- Accountable – Makes decisions and remains accountable for those decisions.
- Reliable – Understands the importance of meeting deadlines and following through on commitments.

**Special Requirements:**

Travel to all areas of California and the United States up to five (5) percent of the time, by the most cost-effective methods of transportation, to participate in and attend professional workgroups, conferences, and training related to performance management of federal or state programs.

**Conflict of Interest:** This position is subject to Title 16, section 3830 of the California Code of Regulations. The incumbent is required to submit a Statement of Economic Interests (Form 700) within 30 days of assuming office, annually by April 1st, and within 30 days of leaving office.

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**Employee Acknowledgement:**

*I have read and understand the duties and requirements listed above. I am able to perform these duties with or without reasonable accommodation. (If reasonable accommodation is necessary, please complete a Reasonable Accommodation Request Form from CSD Human Resources, Reasonable Accommodation Coordinator.)*

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Employee Signature

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Date

**Supervisor Acknowledgement:**

*I certify this duty statement represents an accurate description of the essential functions of this position. I have discussed the duties of this position with and have provided a copy of this duty statement to the employee named above.*

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Supervisor Signature

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Date

**Supervisor:**

After signatures are obtained, make 3 copies:

- Send a copy to CSD HR ([csd.hr@csd.ca.gov](mailto:csd.hr@csd.ca.gov))
- Provide a copy to the Employee
- File a copy in the Supervisor’s drop file