

## State of California - Department of Social Services

**DUTY STATEMENT**

EMPLOYEE NAME:

CLASSIFICATION:

Analyst III

POSITION NUMBER:

800-252-5402-955

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

FEED/CalFresh Branch

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

County Technical Assistance and Corrective Action Bureau/C

SUPERVISOR'S NAME:

SUPERVISOR'S CLASS:

Supervisor II

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)*  
50% Travel is Required

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.  
Lead multi-disciplinary project teams as directed by the Section Chief.

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.

This position does not supervise staff, but serves as a coordinating role with CDSS managers and staff within the Branch, as well as management within the counties. The incumbent will be responsible for leading various task force teams consisting of internal and external staff.

## MISSION OF ORGANIZATIONAL UNIT:

The CalFresh Program, federally known as the Supplemental Nutrition Assistance Program (SNAP), can add to your food budget to put healthy and nutritious food on the table. The program issues monthly electronic benefits that can be used to buy most foods at many markets and food stores.

The CalFresh Program helps to improve the health and well-being of qualified households and individuals by providing them a means to meet their nutritional needs.

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**CONCEPT OF POSITION:**

Under the general direction of the Supervisor II, the Technical Assistance Specialist (Analyst III) is responsible for assisting the CalFresh Branch with critical, complex and sensitive program operations in the counties. The Analyst III will provide project management, policy and procedure development, administrative infrastructure oversight, and systems subject matter expertise in order to ensure optimum program efficiency and effectiveness. The Analyst III will participate in strategic planning; training; special projects; and will serve as the liaison between the Bureau and the

counties, as well as control agencies and the federal government, in an effort to support strengthening the program and ensure the accuracy and timeliness of benefits provided to Californians in need.

**A. RESPONSIBILITIES OF POSITION:**

Technical Assistance Specialist (Analyst III) has high level knowledge of State of California administrative functions; demonstrates leadership; exercises a high degree of initiative; independence of action; and, creativity and originality in the development of policies and procedures that meet the needs of CalFresh programs and field operations. The incumbent demonstrates tact and good judgment; communicates effectively; develops and maintains effective and cooperative working relationships; works under pressure to meet deadlines; and maintains consistent, predictable attendance in the performance of the specific functions described below:

**ESSENTIAL**

25% County Liaison and Administrative oversight. Act as a consultant to assigned counties. Assist counties in correcting deficiencies and improving metrics (e.g. participation, timeliness, accuracy, etc.) using methods including but not limited to specialized trainings, webinars, and conferences. Lead the development and design of tailored training and materials for county consumption. Lead presentations and trainings administered at CDSS and in county offices. Travel to counties to review, evaluate, and analyze existing county systems and processes to ensure program operations are efficient and effective. Work with other managers in the Branch to create a platform for all counties to share best practices.

25% Systems subject matter expert. Serve as the Branch subject matter expert in the oversight of program technology systems and manual processes; ensure system integrity and security; lead teams in the development of new automation solutions in partnership with other CDSS divisions, counties, and federal partners; develop project plans and workflow mapping; provide discussion papers and recommendations to the Section Chief and Bureau Chief. Represent the Section Chief and Bureau Chief, as the subject matter expert and leader responsible for project timeline adherence, in communications with external stakeholders including but not limited to the USDA Food and Nutrition Service (FNS), California Department of Public Health (CDPH), California Department of Education (CDE), and the County Welfare Directors Association (CWDA).

25% Strategic planning and special projects. Advises the Section Chief and Bureau Chief on strategic planning goals, objectives, and progress. Establishes mission critical systems and measurable county outputs/outcomes, monitors progress, and provides timely progress reports on special projects. Represent the interests of CalFresh leadership on various initiatives including the development phases of major projects including but not limited to telephonic signature, inter-county transfers, online service center, statewide data analysis, call center metrics, electronic verifications, and analysis of written notices. Leads sensitive projects with particular emphasis on the identification and analysis of enterprise opportunities associated with interconnectivity and data sharing between CDSS and counties in order to increase access, enrollment, and reporting. Assists with administrative strategies as related to the major programs in the division as well as assessing the impact of new legislation on operations. Serves as the liaison between the Branch and other CDSS divisions, control agencies and external stakeholders.

25% Policy and procedure development. Develop program policies and procedures to ensure the CalFresh and Nutrition Branch operates at optimum efficiency and effectiveness while promoting consistency. Coordinate meetings to discuss current policies, procedures and process workflow to identify gaps and opportunities for improvement. Work closely with the CalFresh Policy Section to evaluate the impact of new programs, policies, and procedures. Vet recommended revisions with other stakeholders and prepare final recommendation reports to the Branch chief. Deliver presentations to executive management regarding new policies and their impact of program.

\*\* 50% Travel is REQUIRED

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B. SUPERVISION RECEIVED:

This position reports directly to the Section Chief (Supervisor II). The incumbent receives general direction and acts with a great deal of independence.

C. ADMINISTRATIVE RESPONSIBILITY:

This position will have responsibility for developing and maintaining various policies and procedures, system assessment and improvement recommendation, report writing and leading multi-disciplinary project teams toward strategic objectives.

D. PERSONAL CONTACTS:

The Analyst III will have frequent contact with Executive staff, high level managers throughout the Department and Agency, staff and managers within the Welfare to Work Division, high-level management in counties, control agencies and external stakeholders including the federal government.

E. ACTIONS AND CONSEQUENCES:

Failure to provide sound, high level technically competent advisement to the Section Chief and Bureau Chief, can result in ill-advised decisions by top level staff which can adversely affect operational outcomes of the Division and CalFresh program. Failure to develop and maintain sound program policies and procedures and provide management oversight of highly sensitive projects can result in the loss of confidence by the Governor, Legislature, advocate community and the beneficiaries we serve.

F. OTHER INFORMATION:

The incumbent is a member of the CalFresh leadership team and will demonstrate sound and thoughtful leadership by observing all department policies, following proven management standards and practices, remaining available and accessible to staff and supervisors and exhibiting professionalism at all times.

This position requires travel and regular attendance and adherence to core works hours which are Monday - Friday 8:00 A.M. to 5:00 P.M.