

**DUTY STATEMENT**

DGS OHR 907 (Rev. 7/2025)

 Current Proposed

RPA NUMBER <b>30588</b>	DGS DIVISION / OFFICE or CLIENT AGENCY <b>Enterprise Technology Solutions</b>	
UNIT NAME <b>Customer Service Quality</b>	HEADQUARTER ADDRESS (example: 707 3rd Street, West Sacramento, CA 95605) <b>707 3rd Street, West Sacramento, CA 95605</b>	
CIVIL SERVICE CLASSIFICATION <b>Analyst II</b>	POSITION NUMBER <b>306-072-5393-009</b>	CBID <b>R01</b>
POSITION ELIGIBLE FOR TELEWORK: <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	PROBATIONARY PERIOD <input type="checkbox"/> 6 Months <input checked="" type="checkbox"/> 12 Months <input type="checkbox"/> N/A	WORK WEEK GROUP <b>2</b>
WORK SCHEDULE (DAYS / HOURS) <b>Monday-Friday, 8:00am to 5:00pm</b>	TENURE <b>Limited Term</b>	
WORKING TITLE <b>Employee Resource Liaison</b>	TIMEBASE <b>FT</b>	
DESIGNATED POSITION FOR CONFLICT OF INTEREST (COI): <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	BILINGUAL POSITION: <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No LANGUAGE NEEDED: <input type="checkbox"/> Verbal <input type="checkbox"/> Written Proficiency language in: _____	
PROPOSED INCUMBENT (IF KNOWN)	EFFECTIVE DATE	

**CORE VALUES / MISSION**  Rank and File  Supervisor  Specialist  Office of Administrative Hearings  Client Agency

The Department of General Services (DGS) Core Values and Employee Expectations are key to the success of the Department's Mission. That mission is to "Deliver results by providing timely, cost-effective services and products that support our customers." DGS employees are to adhere to the Core Values and Employee Expectations, and to perform their duties in a way that exhibits and promotes those values and expectations.

**POSITION CONCEPT**

Under the direction of the Supervisor I the Analyst II, Employee Resource Liaison (ERL) works with the Office of Human Resources in providing guidance to the Enterprise Technology Solutions (ETS) management and staff in compliance with applicable laws, rules and regulations, policies and procedures, directives, and guidelines of the Department of General Services (DGS) and CalHR.

**SPECIAL REQUIREMENTS**  Medical Clearance  Background Clearance  Typing  DMV Pull Notice  Drug Testing  
 Vehicle Home Storage Permit  Driver's License and Class (specify below in Description)  Certificate (specify below in Description)  
 Professional License (specify below in Description)  Other (specify below in Description)

**Telework**

The employee must reside in California.

**ESSENTIAL FUNCTIONS**

PERCENTAGE	DESCRIPTION
30%	ERL - RPA Processing Prepares, reviews, revises and processes complex Requests for Personnel Actions, in coordination with the Office of Human Resources by providing guidance to hiring managers, writing, analyzing and tracking various documents, including duty statements, justifications, and organization charts, utilizing Microsoft Office Suite, Visio, Activity Based Management System, and/or ServiceNow, in order to maintain appropriate staffing levels and facilitate recruitment, hiring, appointments, and other matters related to classification and pay, to ensure program staffing requests are processed timely and accurately, in accordance with all applicable laws, rules, regulations and control agency and departmental policies and procedures.
30%	ERL - HR Consulting Provides consultative services to ETS program management and staff, on complex personnel issues

**DUTY STATEMENT**

DGS OHR 907 (Rev. 7/2025)

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	by conferring with OHR in the analysis, research and interpretation of applicable laws, regulations and control agency and departmental policies and procedures, in order to provide accurate and comprehensive information and recommendations to managers and supervisors regarding classification issues, leave of absences, list eligibility, minimum qualifications and recruitment needs, and to provide consultative information to staff regarding background clearance, medical clearance, post and bid, leave of absences, list eligibility, minimum qualifications, and recruitment needs, to ensure and promote human resources best practices.
20%	Participates in special projects and assignments related to performing analysis using statistical hiring data and resource allocation matrix of the most complex difficulty by conducting research and analysis, gathering data, completing assigned tasks, and reporting on statuses, in order to formulate and provide recommendations and various reports to management utilizing project management principles and tools, to ensure continuous business operations, organizational effectiveness and program and process improvements in alignment with strategic goals and objectives.
15%	ERL - Org Charts/Position Tracking (no more than 15%) Develops and reconciles organizational charts by compiling and analyzing data from the position report dashboard and Activity Based Management System, creating tracking mechanisms to accurately maintain positions, and revising and analyzing monthly organization charts in order to provide accurate and timely vacancy reports and organizational charts to management and OHR to ensure appropriate funding sources for positions and adequate staffing levels, utilizing the position report dashboard, Visio and MS Office in accordance with all applicable laws, rules, regulations and control agency and departmental policies and procedures.

**MARGINAL FUNCTIONS**

PERCENTAGE	DESCRIPTION
5%	May perform back-up assistance for other administrative staff when they are absent or on assignment by attending team meetings and addressing impromptu customer requests, utilizing ServiceNow, Outlook, MS Teams, and other collaborative tools in order to foster a supportive team atmosphere and to ensure continued customer service.

**WORK ENVIRONMENT AND PHYSICAL REQUIREMENTS** Travel (Specify the percentage in the travel box below)

Will be required to report to the office as needed/required.

**DESIRABLE QUALIFICATIONS**

- Excellent written and verbal communication skills.
- Ability to present information clearly and concisely.
- Strong interpersonal and conflict resolution skills.
- Strong analytical and problem solving abilities.
- Strong writing, editing, and research skills.
- Experience creating or reviewing content.

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- Ability to work both independently and as part of a cross functional team.
- Ability to build positive working relationships across units.

You are a valued member of the department's team. You are expected to work cooperatively with team members and others to enable the department to provide the highest level of service possible. Your creativity and productivity are encouraged. Your efforts to treat others fairly, honestly and with respect are important to everyone who works with you.

*I have discussed these duties with my supervisor and have received a copy of the duty statement. I have read and understand the duties and essential functions listed above and I am able to complete the essential functions with or without a reasonable accommodation. (If you believe you need a reasonable accommodation or you are unsure if you need a reasonable accommodation, please inform the hiring manager and contact the Reasonable Accommodation Unit at [reasonableaccommodation@dgs.ca.gov](mailto:reasonableaccommodation@dgs.ca.gov))*

EMPLOYEE NAME	EMPLOYEE SIGNATURE	DATE SIGNED
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*I have discussed the duties of the position with the employee and certify the duty statement represents an accurate description of the essential functions of the position. I have provided the employee with a copy of this duty statement.*

SUPERVISOR NAME	SUPERVISOR SIGNATURE	DATE SIGNED
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C & P APPROVED BY	DATE SIGNED
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