

DUTY STATEMENT

Employee Name: VACANT	Position Number: 580-351-5157-712
Classification: Analyst I	Tenure/Time Base: Permanent / Full-Time
Working Title: Support Analyst	Work Location: 850 Marina Bay Parkway, Bldg. P-3, Richmond, CA 94804
Collective Bargaining Unit: R01	Position Eligible for Telework (Yes/No): Yes
Center/Office/Division: Center for Healthy Communities	Branch/Section/Unit: Occupational Health Branch / Special Projects and Program Support

All employees shall possess the general qualifications, as described in California Code of Regulations Title 2, Section 172, which include, but are not limited to integrity, honesty, dependability, thoroughness, accuracy, good judgment, initiative, resourcefulness, and the ability to work cooperatively with others.

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

All California Department of Public Health (CDPH) employees perform work that is of the utmost importance, where each employee is important in supporting and promoting an environment of equity, diversity, and inclusivity, essential to the delivery of the department's mission. All employees are valued and should understand that their contributions and the contributions of their team members derive from different cultures, backgrounds, and life experiences, supporting innovations in public health services and programs for California.

Competencies

The competencies required for this position are found on the classification specification for the classification noted above. Classification specifications are located on the [California Department of Human Resource's Job Descriptions webpage](#).

Job Summary

This position supports the California Department of Public Health's (CDPH) mission and strategic plan by performing a blend of administrative and analytical functions that strengthen operational systems within the Center for Healthy Communities (CHC), Occupational Health Branch (OHB), Special Project and Program Support (SPPS).

Under the supervision of the Section Chief of the SPPS, the Support Analyst ensures effective functioning of OHB wide administrative, operational, and documentation processes.

The incumbent coordinates essential activities such as administrative operations, travel and

attendance processing, records management, and Public Records Act (PRA) request support. Maintains tracking systems, updates shared resources, routes communications, and applies established policies and procedures to ensure accuracy, compliance, and timely execution of tasks.

The Support Analyst contributes to workflow improvements by organizing and evaluating a wide range of operational and program information, including, but not limited to, travel documentation, attendance records, records retention inventories, PRA request logs, voicemail and inbox messages, equipment and IT service request, and branch-wide operational updates. The incumbent prepares routine summaries and documentation such as records retention tracking reports, PRA response packets, travel and attendance status reports, procedure updates, OLPPP hotline logs, and fee waiver processing materials and supports implementation of standardized procedures across OHB. The position also supports the Occupational Lead Poisoning Prevention Program (OLPPP), by coordinating the hotline and assisting with fee waiver processes to ensure timely, accurate, and well-documented program operations.

By maintaining efficient operational systems and supporting program-specific needs, this position enables OHB scientific and technical staff to focus on delivering core public health services aimed at preventing work-related illness and injury.

Special Requirements

- Conflict of Interest (COI)
- Background Check and/or Fingerprinting Clearance
- Medical Clearance
- Travel: Up to 5% in-State travel may be required
- Bilingual: Pass a State written and/or verbal proficiency exam in
- License/Certification:
- Other:

Essential Functions (including percentage of time)

- 35% Coordinates branch-wide administrative operations, routes inquiries; updates distribution lists, contact directories, and shared resources; maintains procedure documents and tracks leadership follow-up items. Provides onsite operational support by reviewing and documenting messages from the OHB voicemail and email inbox. Distributes incoming mail and packages; coordinates Information Technology Service Division requests including equipment needs, ticket submissions, and access issue resolution; and assists with health, safety, and facility needs such as work orders, ergonomic requests, office moves, hoteling, and facility coordination. Supports branch participation in drills and fulfills requests from the CHC Center Office and administrative divisions.
- 25% Coordinates travel arrangements for OHB Supervisors and Managers in accordance with State and CDPH travel rules. Prepares, reviews, and routes Individual Trip Requests for leadership and program staff. Assists with the Out-of-State Travel Blanket Drills, including collecting and organizing required documentation, updating tracking logs, and coordinating approvals with SPPS and branch leadership. Serves as the Attendance Coordinator (AC) for OHB. Provides essential support with Tempo timekeeping, including timesheet submission, corrections, and certification. Reviews timesheets for accuracy, verifies leave balances, and maintains

attendance and leave tracking records. Coordinates with the Personnel Specialist on payroll and benefit-related issues and ensures timely resolution of discrepancies. Maintains confidentiality, uses AC Toolkit resources, and ensures compliance with CDPH and CalHR timekeeping policies while supporting audit readiness. Monitors critical and time-sensitive communications from the Human Resources Division related to payroll and benefits, identifies items requiring immediate action, and routes information to OHB leadership and appropriate program staff.

20% Serves as SPPS Records Retention Coordinator. Assists with developing record retention policy for OHB; maintains inventories, schedules, and retention documentation; ensures compliance with retention requirements; coordinates file archival and destruction; supports OHB PRA Coordinator by logging requests, gathering responsive records, preparing packets, and tracking approval workflows.

15% Checks the OLPPP hotline and responds to incoming requests, documenting requests and ensures timely and accurate follow-up. Shares hotline and employer-submitted information with OLPPP staff for technical review or program follow-up, as appropriate. Provides guidance to employers by referring them to relevant OLPPP and California Department of Tax and Fee Administration web resources for accurate self-service information. Supports OLPPP staff with processing and responding to fee waiver submissions, including preparing materials, updating logs, and tracking outstanding items. Participates in OLPPP fee waiver meetings to support coordination, information sharing, and continuous improvement of fee waiver workflows.

Marginal Functions (including percentage of time)

5% Performs other job-related duties as required.

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

I have read and understand the duties and requirements listed above and am able to perform these duties with or without reasonable accommodation. (If you believe reasonable accommodation may be necessary, or if unsure of a need for reasonable accommodation, inform the hiring supervisor.)

Supervisor’s Name:	Date	Employee’s Name:	Date
Supervisor’s Signature	Date	Employee’s Signature	Date

HRD Use Only:
 Approved By: CB
 Date: 05/2026