

☒ Current
☐ Proposed

Civil Service Classification: Analyst I
Working Title: Facilities and Business Services Analyst
Division Branch Name: Administrative Services
Incumbent: Vacant
Position Number: 797-631-5157-950
Effective Date:
Conflict of Interest (COI): Y
FLSA Status: Non-Exempt
CBID: R01
Tenure: Permanent
Time Base: Full-Time

You are a valued member of the department's team. All CDA employees are expected to work collaboratively with internal and external stakeholders to enable the department to provide the highest level of service possible. Your efforts to treat others fairly, honestly, and with respect are important to everyone who works with you. We value diversity at CDA and we strive to achieve equity and inclusion in the workplace for all employees. We believe that a diverse workforce and inclusive workplace culture enhances the performance of our organization and the quality of representation that we provide to a diverse client base.

Primary Domain(s): NA

DESCRIPTION:

Under the supervision of the Supervisor I of the Facilities and Business Services (FBS) unit in the Business Management Section (BMS), the Analyst I performs a variety of analytical and operational support functions for the CDA and California Commission on Aging (CCoA). The incumbent serves as the hands-on onsite coordinator for daily facility operations, space planning activities, conference room setups, and audiovisual technology troubleshooting. All duties are performed onsite at CDA Headquarters. The incumbent is responsible for research related to space management and recommendations to resolve facilities issues; and, the preparation, tracking, and of records and data.

ESSENTIAL JOB FUNCTIONS:

40% Facility Coordination and Space Planning Management:

Assists with the development of instructions, processes, and procedures of training resources for CDA and CCoA by providing analytical support in the design and refinement of structured protocols, process frameworks, and procedural guidelines to enhance efficiency and accuracy. Analyzes and troubleshoots the Extron Audio/Visual (A/V). Establishes planning meetings with requestors to assess needs and determine appropriate meeting locations including determining ideal room arrangement given the type of meeting/training/event, making recommendations for IT equipment and proper connectivity to ensure optimal room set-up for the A/V. The planning meetings with requestors also ensures all equipment is accessible and ready prior to the planned event.

Responsible for all the set-up and tear down of conference rooms based upon assessment of requestor needs and provides technical assistance for onsite events including, troubleshooting connectivity issues, assisting with remote access, and streaming to multiple devices. Evaluates and test A/V equipment for all conferences rooms regularly to ensure timely software updates and to minimize downtime or issues during scheduled events.

Analyzes, evaluates, assesses, and audits the BMS HelpDesk Ticket System requests and makes recommendations on next steps to reconcile requests, and includes responsibility for ensuring the timely completion of all BMS HelpDesk Ticket requests as assigned. Upon receipt of a Helpdesk ticket requesting the posting of an Administrative Memo (AM) the incumbent assigns AM numbers and submits Web Work Requests (WWR) to post the AMs to CDA's intranet or internet page. Audits the BMS HelpDesk for commonly submitted requests to determine if BMB needs to address common requests using the CDA newsletter, all staff meetings, policy, or procedure. Maintains all records related to the Brivo System (CDA's badging and access system), creates, modifies, and issues CDA Security Badges and ensures appropriate access. Evaluates the Brivo System periodically to ensure old badges are deactivated and make sure transferred or returning staff do not have multiple badges and to conduct the review of organizational practices and data, to detect discrepancies, assess risks, and recommend targeted improvements. Collaborates with Property Management to verify and manage access control for building and bathroom badges, ensuring alignment with security protocols. Monitors inventory levels of badge supplies, using data-driven analysis to anticipate demand and initiate timely reorders.

25% Contract Management and Oversight:

Oversees and optimizes BMB's facility-related contracts, including paper recycling, confidential document destruction, Manage Print Services, zoom video conferencing, departmental surveys, and others, as needed. Provides oversight of contractors providing services and collects and analyzes contractor reports for accuracy. Maintains a detailed expenditure tracking system to monitor contract spending against budgetary limits. Regularly evaluates departmental needs, performing assessments to determine the viability of expanding existing services or implementing new contracts, while ensuring compliance with approval protocols.

Drafts scopes of work and budgets based upon departmental need and ensure contracts are drafted in alignment with state laws, regulations, and policies. Establishes and maintains relationships with

contractors and suppliers, monitors contractors' adherence to contracts, remediates contractual challenges with contractors and suppliers, and reviews and approves or denies contractor and supplier invoices. Establishes, maintains, and adheres to contract close-out procedures for contracts that are expiring to ensure any unspent funds are disencumbered. Reviews and assesses contracts well in advance of their expiration date for renewal to ensure continuity of service and to avoid lapses of services provided.

Provides timely, updated Scopes of Work, Budgets, and contract requests to amend contracts when it has been determined, through collaboration with BMS contract staff, that an amendment is necessary.

Develops CDA State Operations contract renewal reminders for CDA contract managers. Monitors all CDA State Operations contracts and informs contract managers of contract expiration dates to ensure timely renewal of services. Assists State Operations Purchasing Manager with development, review, and delivery of contract related training.

20% Forms and Records Management:

Supports the strategic development and continuous improvement of CDA's Forms and Records Management Policy and Procedure, ensuring alignment with State compliance standards. Conducts periodic, systematic audits of all CDA forms to uphold accuracy, accessibility, and adherence to department documentation guidelines. This auditing process includes collaborating closely with departmental program staff to validate that forms are timely, ADA-compliant, and meet quality benchmarks. Revises and maintains CDA forms page on the intranet. Evaluates helpdesk tickets requesting to post and publish a new form. Confirms compliance with accessibility standards and submits WWR to IT to post to CDA's internet and/or intranet. Participates in quarterly Statewide CalRIM Forms Management meetings to ensure CDA's compliance with updated or new policies and procedures and to provide CDA's perspective on potential changes to State forms regulations. Maintains an electronic record of all CDA Forms and updates as forms are added or retired from CDA's forms inventory. Assigns and tracks all new form numbers as requested. Retires all old forms both within CDA and with DGA via that annual reporting process. Analyze, review, prepare and submit the annual forms report to Department of General Services and responds to any inquiries from DGS.

10% Business Operations

Coordinates and optimizes CDA's mailroom and ensures ample stock of mail supplies is readily available. Responsible for systematically receiving, assessing, time/date stamping, and sorting all incoming mail, including signing for packages and letters. Analyzes, records, secures, and promptly notifies relevant departments of high-value items, critical legal subpoenas, and time-sensitive contracts. Ensures outgoing packages are accurately prepared, weighed, and labeled, applying correct postage and selecting the most secure, cost-effective delivery service, particularly for payroll checks and large payments. Creates error-free shipping labels, verifies delivery options, and applies expedited shipping as required. Monitors and tracks all shipments from CDA, providing timely status updates and troubleshooting as needed. Conducts detailed billing verification and reconciliation for GLS, FedEx, and USPS, disputing failed delivery charges and approving invoices. Operates and

maintains BMB's postage machine and ensures all outgoing letter mail is stamped and prepared for daily pick-up. Monitors and maintains postage machine postage balance and submits requests to replenish funds as needed. Works with Renews the maintenance and meter lease agreement with Pitney Bowes. Performs courier runs to the State Controller's Office to pick up/drop documents on an as needed basis. Performs offsite bank deposits on behalf of CDA's Accounting unit on an as needed basis.

MARGINAL JOB FUNCTIONS:

5% Performs other job-related duties as assigned, including collecting, and maintaining recycled product purchase data to complete annual reports such as the State Agency Buy Recycled Campaign. Ensures that CDA's paper material is separated appropriately in advance of recycling contractors' arrival and schedules and coordinates confidential shred and paper recycling on an as needed basis Schedules and runs weekly BRIVO reports for all suite access as requested by the BMB Chief and Chief of the Human Resources Bureau. Attends and participates in departmental meetings. Responsible for the cleanliness, organization, inventory, and maintenance of CDA's stock and storage rooms and logs the issuance of loaned equipment from each of these rooms. Answers BMB's main telephone phone line and door buzzer. Delegates calls to the appropriate staff member. Escorts visitors and vendors through CDA's secured areas, as appropriate. Maintains CDA's key control log.

TRAVEL: 5% Occasional Travel

TYPICAL WORKING CONDITIONS:

The physical work location of the position is designated at the department's headquarters location, a three-story building and standard office modular workspace located in Natomas. The duties of the position require sitting for long periods of time while using a personal computer, reviewing documents, and attending meetings whether they are digital (i.e., Zoom, WebEx, MS Teams, etc.) or in person.

EQUAL EMPLOYMENT OPPORTUNITY:

The California Department of Aging is an equal opportunity employer to all, regardless of age, ancestry, color, disability (mental and physical), exercising the right to family care and medical leave, gender, gender expression, gender identity, genetic information, marital status, medical condition, military or veteran status, national origin, political affiliation, race, religious creed, sex (includes pregnancy, childbirth, breastfeeding and related medical conditions), and sexual orientation.

It is the policy of CDA to provide equal employment opportunity to all employees and applicants; those employees have the right to work in an environment free from discrimination; those consumers have the right to receive services free from discrimination in compliance with local, state, and federal laws.

To be reviewed and signed by the supervisor and employee:

SUPERVISOR'S STATEMENT:

- I have discussed the duties and responsibilities of the position with the employee.
- I have signed and received a copy of the duty statement.

Supervisor's Signature and Date

Supervisor's Name and Title

EMPLOYEE'S STATEMENT:

- I have discussed the duties and responsibilities of the position with my supervisor.
- I have signed and received a copy of the duty statement.
- I am able to perform the essential functions listed with or without reasonable accommodation (if you believe reasonable accommodation is necessary, discuss your concerns with your supervisor. If unsure of a need for reasonable accommodation, inform your supervisor who will discuss your concerns with Human Resources.)
- I understand that I may be asked to perform other duties as assigned within my current classification, including work in other functional areas as business needs require.

Employee's Signature and Date

HUMAN RESOURCES BRANCH USE ONLY:

- ☒ Duties meet class specification and allocation guidelines.
- ☐ Exceptional allocation, STD 625 on file.

Analyst initials: PS Date Approved: 5/29/26

Revision Date (if applicable): _____