

DUTY STATEMENT



☒ **CURRENT**

☐ **PROPOSED**

CIVIL SERVICE CLASSIFICATION Analyst II		WORKING TITLE IT Liaison		
PROGRAM NAME Division of Labor Standards Enforcement			UNIT NAME Administration / Headquarters	
ASSIGNED SPECIFIC LOCATION Sacramento			POSITION NUMBER 400 – 501-5393-xxx	
BARGAINING UNIT R01	WORK WEEK GROUP 2	BILINGUAL POSITION No	CONFLICT OF INTEREST FILER Yes	BACKGROUND CHECK No

General Statement

Under the direction of the Supervisor I, the Analyst II will be responsible for a variety of complex analytical and program support functions related to the delivery and administration of the Department of Industrial Relations (DIR) Labor Commissioner's Office (LCO) case management software, associated training activities, and utilization of technological improvements to enhance the administration of business processes. The Analyst works closely with program leaders for the timely implementation of projects to improve the overall functionality of data management systems used by the LCO and is responsible for developing and generating reports, tracking compliance and operational efficiencies, and for developing, facilitating, and delivering training. The Analyst will be involved in program evaluation, planning, analysis, troubleshooting, and will provide consultative services to management.

Candidates must be able to perform the following essential functions with or without reasonable accommodations.

Percentage of Time Spent	Duties <u>Essential Job Functions</u>
35%	Analyzes web-based reports and/or case management reports in order to identify training needs. Formulates training recommendations on navigation of the web-based platform or other relevant case management systems. Designs, develops, facilitates, and delivers training tools, materials, and instructions for navigating the web-based platform and/or case management system. Evaluates, develops, and designs a variety of case management system training materials and executes training to team members to enhance their skills and case management practices within the web-based platform. Provides ongoing subject matter and technical expertise in navigating the web-based case management system consistent with workflow processes. Recommends and implements approved changes to training program curriculum to enhance learning objectives and increase knowledge retention and evaluates and synthesizes data to identify training needs, trends, and potential issues or deficiencies in the delivery of training. Develops training calendar with program leaders and subject matter experts and oversees timely completion. Maintains attendance records of training dates, participants and content. Collaborates with the Department of Industrial Relations (DIR) Information Technology (IT) unit to expeditiously create Business Review Documents in order to solicit bids or to start projects with internal resources, and works with project leaders to ensure project deadlines are met. Serves as the subject matter expert in the administration of the web-based case management system, provides user training

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	and training tools, in addition to providing technical support and troubleshooting with staff and management to resolve issues.
30%	Prepares statistical reports through the use of web-based case management system to evaluate case management challenges and workflow imbalances. Designs and implements substantive evaluation of current production, tools, training, and coaching. Analyzes data, determines goals and objectives, and provides recommendations to management on improvement of workflow efficiency in various district offices and across programs. Assists with coordination of work and teams to assure effective and expedient handling of claims in accordance with the relevant division protocols and procedures. Develops ad hoc reports upon management request. Develops and recommends policies and procedures associated with web-based case management system and its functionality in support of training and training needs assessment.
20%	Collaborates with IT to test solutions and move them to production. Work with program subject matter experts to publish and make available all material regarding training or instructions. Analyzes and develops policies, procedures, guidance documents, and measures in consultation with management. Develop monthly reports informing management, program leaders and users of changes to the web-based case management system. Design and execute, in collaboration with program subject matter experts, interactive presentations of enhancements and changes, provides consultation to staff on implementation of training and/or training requirements, and administers outreach and marketing to staff regarding training or improvements. Participates in workgroups and consults with management to assess needs and evaluates present and future web-based case management system functionality. Makes recommendations to management and project leaders that will address the division's emerging technology needs.
10%	Prepares reports and responds to inquiries regarding various aspects of the Labor Commissioner's Office (LCO) performance and activities for mandated reports, press inquiries, and stakeholder inquiries.
Percentage of Time Spent	Marginal Job Functions
5%	Performs other related duties as assigned to improve the function of the case management platform, Labor Commissioner's Office (LCO) claim processing and data analysis, and provide updates and obtain feedback from internal and external stakeholders. Participates in program-related mandatory training.



Conduct, Attendance, and Performance Expectations

Work duties are expected to be performed productively and efficiently. Conduct shall be respectful and reflective of a professional team environment, and in accordance with the Labor Commissioner's Office mission and vision.

Communication shall be clear, concise, and timely with leadership, teammates, and the public we serve. Communication shall be in a manner that encourages open dialog to achieve mutual understanding, problem solve, and build trust.

Trust is crucial to building a working relationship and team environment. Team members are expected to continually monitor their work, provide timely responses to the public in accordance with relevant policies and procedures, and practice decorum in such communication. Work challenges and the inability to meet deadlines are to be communicated immediately to leadership.

Team members are expected to report timely to their work shifts, work the required hours for their time base and in accordance with the position's work week group, abide by relevant attendance policies, and be mindful of the impact of one's attendance to the overall work of the program and team morale.

Supervision Received

Under the general direction of a Supervisor I.

Supervision Exercised

None, but may serve as lead over lower-level analysts.

Work Environment, Special Requirements/Other Information, Physical Abilities, Additional Requirements/Expectations, and Personal Contacts

Work Environment

The incumbent will work 40 hours per week in an office setting equipped with standard office equipment. The incumbent will be assigned a cubicle in an air-conditioned office with natural and artificial lighting located in a high-rise building with elevator access. Telework will be offered in accordance with current departmental policy.

Special Requirements/Other Information

The incumbent must demonstrate the ability to establish and maintain cooperative working relationships with staff at all levels to complete work assignments related to developing and implementing internal policies and procedures. The incumbent must exercise the ability to independently make decisions and perform actions having broad implications on various aspects of DIR's personnel processes. In addition, the incumbent must demonstrate the ability to use the Internet, MS Word, MS Outlook, MS Excel, MS Teams, HR software (Salesforce and ECOS), and other desktop applications. The duties require the incumbent to use independence, initiative, and the ability to adjust to effectively meet workload demands.

Physical Abilities

The position requires the ability to work at a computer for extended periods of time and to safely move and transport office items up to 20 pounds in a safe manner. The incumbent will be required to travel as needed within the local area and within the state by car, plane, or train as appropriate.

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Additional Requirements/Expectations

The incumbent must be dependable and have the ability to work cooperatively with staff at all levels both within and outside the department. The incumbent must have the ability to communicate effectively in order to complete work assignments and must maintain confidentiality at all times.

Personal Contacts

The incumbent routinely engages with division headquarters staff, the Deputy Chief, Assistant Chief, Regional Managers, supervisors, and external customers.

Employee Acknowledgment

I have read and understand the duties listed above and certify that I possess essential personal qualifications including integrity, initiative, dependability, good judgment, and ability to work cooperatively with others; and a state of health consistent with the ability to perform these assigned duties as described above with or without reasonable accommodation. If you believe a reasonable accommodation is necessary, discuss your concerns with the hiring supervisor. If unsure of a need for a reasonable accommodation, inform the hiring supervisor who will discuss your concerns with the Medical Management Unit in the Human Resources Office.

Employee Name

Employee Signature

Employee Sign Date

Supervisor Acknowledgment

I certify this duty statement represents a current and accurate description of the essential functions of this position. I have discussed the duties of this position with the employee and provided the employee with a copy of this duty statement.

Supervisor Name

Supervisor Signature

Supervisor Sign Date

HUMAN RESOURCES OFFICE APPROVAL

RH/JJ/JG

C&S Analyst Initials

04/03/2025

Approval Date