

DUTY STATEMENT

DGS OHR 907 (Rev. 7/2025)

☐ Current☒ Proposed

RPA NUMBER 30743	DGS DIVISION / OFFICE or CLIENT AGENCY Office of Risk and Insurance Management	
UNIT NAME External Claims/Insurance Services Unit	HEADQUARTER ADDRESS (example: 707 3rd Street, West Sacramento, CA 95605) 707 3rd Street, West Sacramento, CA 95605	
CIVIL SERVICE CLASSIFICATION Analyst II	POSITION NUMBER 306-043-5393-906	CBID R01
POSITION ELIGIBLE FOR TELEWORK: ☒ Yes ☐ No	PROBATIONARY PERIOD ☐ 6 Months ☐ 12 Months ☒ N/A	WORK WEEK GROUP 2
WORK SCHEDULE (DAYS / HOURS) Mon-Fri / 8am-5pm	TENURE Limited Term	
WORKING TITLE Analyst II	TIMEBASE Full-time	
DESIGNATED POSITION FOR CONFLICT OF INTEREST (COI): ☒ Yes ☐ No	BILINGUAL POSITION: ☐ Yes ☒ No LANGUAGE NEEDED: ☒ Verbal ☒ Written Proficiency language in: <u>English</u>	
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 independently performs the more varied and complex analytical insurance and workers compensation claims activities in conjunction with Department of General Services(DGS) offices, California Department of Social Services (CDSS), State departments and counties of California and third party claims administrators(TPA) in managing insurance procurement, consulting, worker's compensation claims and provides contracted services to the CDSS in performing oversight, coordination and management of the delivery of workers compensation benefits for CDSS' In-Home Supportive Services, CalWorks and CalFresh programs.

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%	Reviews, evaluate, and monitors claim handling activities and special request (surveillance, subrogation, nurse case management, settlement authority etc.) by conducting advanced detailed claim analysis (medical, reserves, action plans etc.), audits files and coordinates with claims administrator(s) to ensure claims are actively handled, activities and request are reasonable and in compliance with established service level agreements, labor and insurance codes.
25%	Provides advanced analysis of insurance certificates, endorsements, and contract requirements to ensure compliance with laws, regulations, and risk management standards; identifies coverage gaps, recommends corrective actions, and guides client agencies through complex insurance issues.

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PERCENTAGE	DESCRIPTION
	Oversees procurement and administration of specialized insurance policies by maintaining accurate program records, validating coverage and premium calculations, and coordinating invoicing and refunds. Prepares monthly billing files, develops revenue projections, and produces executive-level reports to support strategic planning, fiscal oversight, and effective statewide insurance program operations.
10%	Independently reviews, monitors and manages workers compensation claims by communicating with affected parties, program managers, SCIF and appropriate Office of Human Resources' units to gather and analyze information and pertinent documentation and documents claim actions utilizing claims systems, knowledge of industry methodologies and best practices for risk mitigation for all parties. Works proactively to coordinate claim actions and settlement strategies to facilitate early resolution of claims.
10%	Develops complex insurance solicitations and agreements for the selection of insurance brokers and services by preparing statement of work, contractor requirements, administrative requirements, scheduling bidders conferences and participates in awarding and executing agreements in accordance with state contracting laws.
10%	Attends administrative hearings at the WCAB, CalHR meetings, RTW roundtables, risk management groups, committees, organizations etc. as a departmental representative and conducts workers compensation training for managers and supervisors as needed, and coordinates with claims administrator to facilitate training to client agency representatives by researching new legislation, applicable laws and regulations and developing/updating training content to communicate changes, properly train all stakeholders and ensure departmental policies and procedures are updated and staff are in compliance with laws, rules and regulations.
10%	Provides backup and support for all units within ORIM; Government Claims Program, Insurance Procurement and Risk, Motor Vehicle Insurance Account, and other program , project and administrative functions within ORIM.

MARGINAL FUNCTIONS

PERCENTAGE	DESCRIPTION
5%	Serves as back-up to other unit staff, as needed, by reviewing requests, providing status, and providing general information to claimants, in order to maintain business operations and ensure customer needs are met.

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

Professional office environment

Frequent use of a computer in performing work

DESIRABLE QUALIFICATIONS

Knowledge of California codes relative to insurance; workers compensation; legislative process; insurance and risk management techniques; current trends in business, insurance and government as it relates to risk management

and claims procedures.
Proficient in MS Excel
Excellent verbal and written communication skills
Strong organizational skills
Strong attention to detail and accuracy
Ability to adjust to shifting priorities and meet stated deadlines.
Customer Service oriented and strong interpersonal skills.

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)

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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