

DUTY STATEMENT

Employee Name:	Position Number: 580-820-5393-756
Classification: Analyst II	Tenure/Time Base: Permanent/Full-Time
Working Title: Operations Support Analyst	Work Location: 1616 Capitol Avenue, Sacramento, CA 95814
Collective Bargaining Unit: R01	Position Eligible for Telework (Yes/No): Yes
Center/Office/Division: Center for Health Care Quality/Office of Internal Operations	Branch/Section/Unit: Business Operations Branch/Business Operations Support Section/Operations Support Unit

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 being independently responsible for general analytical workload within the Operations Support Unit and related complex special assignments assigned by Internal Operations leadership. The Analyst II uses Excel, Word, PowerPoint and SharePoint to regularly complete data analysis and report on data trends. The Analyst II will maintain open and ongoing communication with direct management and executive leadership as well as the general public to enable effective coordination between headquarters, district offices and stakeholder groups. The Analyst II creates documents and reports identified by management in conjunction with other Divisions within the Center, colleagues and specialty consultants.

The incumbent works under the direction of the Supervisor I (S I) of the Operations Support Unit.

Special Requirements

- ☒ Conflict of Interest (COI)
- ☐ Background Check and/or Fingerprinting Clearance
- ☐ Medical Clearance
- ☐ Travel:
- ☐ Bilingual: Pass a State written and/or verbal proficiency exam in
- ☐ License/Certification:
- ☐ Other:

Essential Functions (including percentage of time)

- 40% Coordinates and prepares agendas for stakeholder meetings. Facilitates and/or hosts meetings and captures meeting minutes. Participates in technically complex and sensitive short-term specials projects and activities. Conducts research and writes complex technical and confidential documents (i.e. desk procedures, job aids, and supportive materials). Assists the Business Operations Support Section and CHCQ executive management team with highly sensitive issues that require special handling. Serves as a liaison between CHCQ and other internal Centers/Units, other State agencies and external stakeholders as identified and provides support for CDPH activities.
- 30% Assists with the maintenance of the Department website, intranet, and Share Point sites. Writes issue papers on operational or policy-related matters. Provides technical assistance resources to management by creating, updating, maintaining, and disseminating files, reports and databases relating to program operations. Collects and disseminates information about state and local survey agency program activities. Independently responsible for planning statewide and regional conference sessions and presentations by identifying speakers, prioritizing topics, and preparing materials.
- 15% Provides back up support when needed on CHCQ's support email inboxes. Monitors facility complaints from the public and assigns to the appropriate District Office. Provides back-up support for telephone coverage on our main public phone line. Drafts responses to stakeholder inquiries on behalf of executive management.
- 10% Organizes and maintains files, both electronic and paper-based, for tracking of work assignments, provides essential support for assignments such as multiple data system entry into the Federal and State management systems. Works within various CDPH databases to input data. Assists Headquarters and District Office staff with on/off site presentation preparation. Weekly report outs to direct supervisor.

Marginal Functions (including percentage of time)

- 5% Performs other work-related duties as required to support the Unit/Section/Branch.

☐ 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: DS

Date: 7/15/26