

|                                                                                                                         |                                                                                                                                                                                                             |                          |
|-------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------|
| RPA NUMBER<br>30843-OAH                                                                                                 | DGS DIVISION / OFFICE or CLIENT AGENCY<br>Office of Administrative Hearings                                                                                                                                 |                          |
| UNIT NAME<br>General Jurisdiction Division - Sacramento                                                                 | HEADQUARTER ADDRESS (example: 707 3rd Street, West Sacramento, CA 95605)<br>2349 Gateway Oaks Dr STE 200 Sacramento, CA 95833                                                                               |                          |
| CIVIL SERVICE CLASSIFICATION<br>Analyst II                                                                              | POSITION NUMBER<br>306-659-5393-718                                                                                                                                                                         | CBID<br>R01              |
| POSITION ELIGIBLE FOR TELEWORK: <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No                     | PROBATIONARY PERIOD<br><input type="checkbox"/> 6 Months <input checked="" type="checkbox"/> 12 Months <input type="checkbox"/> N/A                                                                         | WORK WEEK GROUP<br>WWG 2 |
| WORK SCHEDULE (DAYS / HOURS)<br>Monday through Friday, 8:00AM - 5:00PM                                                  | TENURE<br>Permanent                                                                                                                                                                                         |                          |
| WORKING TITLE<br>General Jurisdiction Analyst II                                                                        | TIMEBASE<br>Full-Time                                                                                                                                                                                       |                          |
| DESIGNATED POSITION FOR CONFLICT OF INTEREST (COI): <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No | BILINGUAL POSITION: <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No<br>LANGUAGE NEEDED: <input type="checkbox"/> Verbal <input type="checkbox"/> Written Proficiency language in: _____ |                          |
| PROPOSED INCUMBENT (IF KNOWN)<br>TBD                                                                                    | EFFECTIVE DATE<br>TBD                                                                                                                                                                                       |                          |

**CORE VALUES / MISSION** ☐ Rank and File ☐ Supervisor ☐ Specialist ☒ Office of Administrative Hearings ☐ Client Agency

The Department of General Services’ (DGS) and Office of Administrative Hearings’ (OAH) Core Values and Employee Expectations are key to the success of OAH’s Mission. That mission is to “provide a neutral forum for fair and independent resolution of administrative matters, ensuring due process and respecting the dignity of all.” DGS/OAH employees are to adhere to OAH’s 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 General Jurisdiction (GJ) Division Chief Administrative Law Judge (DCALJ), the GJ Analyst II works independently and performs the full range of analytical work for the GJ Division at OAH. The Analyst II position requires an extensive understanding of the administrative adjudicatory process and legal procedures and practices for state, county and local departments and agencies. The duties require extensive knowledge of OAH’s operational processes, as well as the skills to analyze programs, develop legislative and agency specific reports, evaluate operational workflows develop process improvements, and lead process improvement teams.

|                                                                              |                                                                                    |                                                               |                                                                     |                                       |
|------------------------------------------------------------------------------|------------------------------------------------------------------------------------|---------------------------------------------------------------|---------------------------------------------------------------------|---------------------------------------|
| <input type="checkbox"/> Medical Clearance                                   | <input type="checkbox"/> Background Clearance                                      | <input type="checkbox"/> Typing                               | <input checked="" type="checkbox"/> DMV Pull Notice                 | <input type="checkbox"/> Drug Testing |
| <input type="checkbox"/> Vehicle Home Storage Permit                         | <input type="checkbox"/> Driver's License and Class (specify below in Description) |                                                               | <input type="checkbox"/> Certificate (specify below in Description) |                                       |
| <input type="checkbox"/> Professional License (specify below in Description) |                                                                                    | <input type="checkbox"/> Other (specify below in Description) |                                                                     |                                       |

**Telework**  
The employee must reside in California.

**DMV Pull Notice**  
This position requires participation in the Department of Motor Vehicles (DMV) Employer Pull Notice Program.

**ESSENTIAL FUNCTIONS**

| PERCENTAGE | DESCRIPTION                                                                                                                                                                                                                                                                                                                                                                                       |
|------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 25%        | Serves as a subject matter expert for the Division’s electronic programs by identifying issues that impact hearings, mediations, recordings, and electronic documents. Reviews each situation, determines what is causing the delay, and works with staff to make sure hearings and other calendar events can continue without interruption. Uses knowledge of OAH’s operational tools, including |

**DUTY STATEMENT**

DGS OHR 907 (Rev. 7/2025)

☐ Current☒ Proposed

| PERCENTAGE | DESCRIPTION                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
|------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|            | CMS, Office 365, Microsoft Teams, Zoom, Philips SpeechExec, the Electronic Exhibit Program, SFT, Westlaw, and other applications needed to support case processing. Evaluates how these tools affect daily workflows, recommends improvements, and helps implement solutions that support efficient hearings and case management. This work ensures statutory and contractual compliance in how electronic case materials are handled for the public and client agencies.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| 25%        | Independently develops and oversees data management strategies by performing complex data validation through case audits and report reviews. Refines data definitions and input standards, analyzes and organizes data for summaries and reports, and maintains effective tracking and reporting procedures. Conducts legal research and gathers documents in response to Public Records Act (PRA) requests, subpoenas, discovery requests, administrative record requests, and other inquiries. Ensures the Division's mission by providing real time data to leadership and stakeholders and by meeting required reporting obligations in order to identify trends for State, Federal, and local agencies. The position utilizes Power Automate, OAH's CMS, Microsoft Suite, Adobe Acrobat, the Electronic Exhibit Program, and the Division's Report Designer tool to ensure timely and accurate processing of required deliverables. This work ensures accurate, compliant reporting and supports statutory record keeping obligations for the public and for client agencies.                                                                 |
| 20%        | Leads and performs routine and complex fiscal and operational reviews in order to design and improve procedures for new and existing client agencies. Updates processes to reflect policy changes, system updates, new legislation, and improved document filing practices. Prepares and revises training materials, written policies, and division publications, and supports projects such as training initiatives. Provides guidance to staff responsible for case management and program operations. Conducts onboarding for new client agencies by reviewing requirements and ensuring compliance with applicable laws, regulations, standards, and statutes. Ensures compliance by identifying and recommending changes to improve case processing and meet Division needs. The position utilizes OAH's CMS, Microsoft Suite, Adobe Acrobat, SharePoint, the Electronic Exhibit Program, SFT, SpeechExec, and Philips tools in order to support efficient and accurate operations. This work ensures procedures, training materials, and operational practices remain compliant with applicable laws, regulations, and contractual mandates. |
| 15%        | Serves as a consultant to the Division Chief ALJ, Supervising ALJs, and executive management by recommending improvements to calendaring and case management policies and procedures, especially for new client agencies and programs. Acts as the point of contact for agency questions about case status, processes, and contracts. Reviews legislation and court decisions to determine their impact on OAH operations. Evaluates cases, identifies issues, and prepares correspondence with recommendations in order to identify legal and procedural issues, to ensure proper service to all parties and improve operational efficiency through advanced data analytics. Oversees and coordinates all aspects of statewide case management by collaborating with the DCALJ and utilizing OAH's CMS, Microsoft Suite, Adobe Acrobat, SharePoint, and established policies and procedures. This work ensures statutory and contractual compliance in OAH's operations and clear communication of information provided to the public and client agencies.                                                                                        |
| 5%         | Co-administers the Division's website by analyzing content for accuracy and conciseness, developing and maintaining real time information, uploading documents and other materials, identifying deficiencies, and proposing resolutions to management for areas of improvement in order to deliver communications to internal and external users and to ensure compliance with statutory or interagency contractual mandates utilizing web-based content management and other                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |

**DUTY STATEMENT**

DGS OHR 907 (Rev. 7/2025)

☐ Current☒ Proposed

| PERCENTAGE | DESCRIPTION                                                                                                                                                                                                                                                                                                                                                           |
|------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|            | appropriate tools. This work ensures statutory and contractual compliance in public facing content and internal guidance materials.                                                                                                                                                                                                                                   |
| 5%         | Assists the Division with special projects, such as updating manuals and procedures and carrying out specific tasks, as necessary in order to maintain the continuous flow of work and ensure excellent customer service is consistently provided. This work supports consistent, compliant operations and customer service standards for public and client agencies. |

**MARGINAL FUNCTIONS**

| PERCENTAGE | DESCRIPTION                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
|------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 5%         | Supports administrative process improvements by documenting user-reported issues, identifying operational needs, and coordinating with Enterprise Technology Services (ETS) to communicate Division requirements for system updates. Participates in reviewing proposed electronic processes or features to ensure they meet Division workflow needs and comply with established policies and procedures. The position uses the Division's Report Designer tool, automated software, Power Automate, OAH's CMS, the Electronic Exhibit Program, Microsoft Office Suite, and Adobe. This work supports administrative continuity, tested procedures, and compliance with established operational standards. |

**WORK ENVIRONMENT AND PHYSICAL REQUIREMENTS**☒ Travel (Specify the percentage in the travel box below)Travel 5 % of the time to various locations and may include overnight travel by various methods of transportation.

- This position requires appropriate attire for a professional office environment, understanding that the position interacts with parties appearing before OAH, the public, and other state agencies, in person and by videoconference.
- Travel may be required on an occasional basis, and as needed, to meet the operational goals of the Office of Administrative Hearings.
- Daily and frequent use of personal computers and a variety of office software applications.
- Capability to occupy office workstations for extended periods of time.

**DESIRABLE QUALIFICATIONS**

- Ability to work independently and take initiative to improve/create processes and systems.
  - Skilled in program/project management in a team environment.
  - Ability to use good judgment and take effective action.
  - Demonstrated experience writing policies, procedures and reports.
  - Excellent analytical and problem-solving skills.
  - Excellent written and verbal communication skills.
  - Excellent organization and research skills with attention to detail.
  - Ability to work well with changing assignments and priorities.
  - Effective skills in using Microsoft Office computer software products, i.e. Word, Excel, PowerPoint and Outlook.
- Ability to use Excel's data analytics tools.
- Ability to efficiently learn and troubleshoot case management and other software application
  - Ability to efficiently learn and navigate case management and other administrative software applications.

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](mailto:reasonableaccommodation@dgs.ca.gov))*

|               |                    |             |
|---------------|--------------------|-------------|
| EMPLOYEE NAME | EMPLOYEE SIGNATURE | DATE SIGNED |
|---------------|--------------------|-------------|

*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<br>Susan Formaker | SUPERVISOR SIGNATURE | DATE SIGNED |
|-----------------------------------|----------------------|-------------|

|                   |             |
|-------------------|-------------|
| C & P APPROVED BY | DATE SIGNED |
|-------------------|-------------|