Department of Consumer Affairs
Position Duty Statement
HR-041 (new 7/2015)

Classification Title Analyst II	**Board / Bureau / Division** Dental Board of California
Working Title License Compliance Analyst	**Office / Unit / Geographic Location** License and Program Compliance Unit / Sacramento
Position Number 624-210-5393-907	**Name / Effective Date**

General Statement: Under the supervision of the Dental Board of California (Board) License and Program Compliance Unit (LPCU) Supervisor I (SUP I) and indirect supervision of the Dental Assisting License and Program Compliance (DALPC) Division SUP II, the Analyst II is responsible for a variety of analytical and technical duties that are essential to the LPCU by analyzing and preparing correspondence regarding registered provider (RP) applications, by ensuring requirements are met with regards to the Continuing Education (CE) audit, citation, and cost recovery processes. Duties include, but are not limited to, the following:

A. Specific Assignment [Essential (E) and Marginal (M) Functions]

35% Registered Provider (RP) Permit Applications, Mandatory Course Approval, RP Provider Audits (E)

- Review, analyze and recommend final determinations for applicants seeking RP permits or mandatory course approval. Research and determine the validity of the supporting documentation by interpreting and applying complex statutes and regulations specific to licensing, but not limited to, the Business & Professions Code (B&P), California Code of Regulations, Government Code and Penal Code, to determine if requirements have been met. Independently prepares written correspondence to the applicant identifying the specific issues with the application or other supporting documents.
- Review, analyze and recommend approval/denial action to management on applications for registered provider permits, in accordance with California Code of Regulations (CCR), Title 16, Division 10, Section 1016.
- Research and respond to written correspondence about the application process, requirements, prepare written and verbal correspondence to applicants outlining application deficiencies and assist applicants to correct application deficiencies.
- Evaluate and process RP permit renewal audit documentation for accuracy and compliance.
- Research and prepare correspondence to RP permit auditees when a pass or fail determination is rendered; Make recommendations to management regarding pass/fails.
- Develop and maintain the audit process and procedure manual.

30% CE Course Audits (E)

- Research and identify Registered Dental Assistants (RDA) and Dentists (DDS) for monthly CE course audits, process audit letters, and generate applicant audit files.
- Evaluate and process licensee CE course documentation and analyze

information for accuracy and compliance.
- Research and prepare correspondence to RDA and DDS auditees when a pass or fail determination is rendered; make recommendations to the Executive Management regarding pass/fails.
- Maintain audit tracking log daily to track auditees, documentation, etc.
- Research and prepare correspondence to RDA and DDS auditees when a pass or fail determination is rendered; Make recommendations to management regarding pass/fails.
- Develop and maintain the audit process and procedure manual.
- Develop and maintain audit log for tracking auditees and documentation.

20% Citation Monitoring and Cost Recovery (E)
- Consult with LPCU management to draft and issue citation and fines in response to failed audits.
- Monitor citations for completion, complete required BreEZe entries for all CE audit citations, and upload related documents into BreEZe.
- Contact the cited licensee to manage compliance within the citation timeframe.
- Manage delinquent citations via Board process.
- Initiate cost recovery process if fines not received within the citation timeframe.
- Create and maintain a citation and cost recovery log and update as required.
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- Prepare documents for cases being referred to Attorney General's Office for failure to comply with citation.

10% Public Communication (M)
Respond to complex politically sensitive issues in writing and over the telephone from applicants, licensees, representatives of educational programs, professional organizations, government agencies, and the public clarifying policies and procedures regarding the educational program approval and licensing process.

3% Regulatory/Legislative Coordination (E)
- Review and analyze existing LPCU regulations to determine if they are obsolete or inconsistent with current law.
- Review and analyze new legislation impacting the dental assisting educational programs and courses, working with LPCU staff to determine impact on the Board.
- Draft Dental Assisting Council and Board meeting memos.

2% Statistics (E)
Research, analyze, and prepare various statistical reports relating to audits, citations, and cost recovery as it relates to LPCU for reporting to the Dental Assisting Council and Board Members and independently research, analyze, and gather data for development of the Department of Consumer Affairs Annual Report and other legislatively mandated reports.

B. Supervision Received

The Analyst II reports directly to and receives most assignments from the SUP I. The Analyst II may receive assignments from other supervisors and managers, the Assistant Executive Officer, or the Executive Officer.

C. Supervision Exercised

None.

D. Administrative Responsibility

None.

E. Personal Contacts

The Analyst II has frequent contact with the public, applicants, licensees, subject matter experts, and other Board employees.

F. Actions and Consequences

Failure to perform duties will negatively impact essential Board operations; possibly cause noncompliance with laws and regulations. Improper actions and decisions could result in program disruption and possible harm to the public by allowing incompetent licensees to practice.

G. Functional Requirements

The incumbent works 40 hours per week in an office setting, with artificial light and temperature control. Ability to use a personal computer and telephone is essential as the majority of the work is performed on the personal computer and telephone. Sitting and standing requirements are consistent with office work.

H. Other Information

The Analyst II must be organized, can analyze complex situations and act in a timely manner. Desirable qualifications are use of good judgment, takes effective action; excellent interpersonal, verbal, and written communication skills; works independently and takes initiative; dependable attendance and punctuality; proficiency with MS Windows and MS Office. As part of the Board's LPCU, the position requires confidentiality and discretion due to the sensitivity of documents handled and information discussed.

Criminal Offender Record Information (CORI)

Title 11, section 703 (d) of the California Code of Regulations requires criminal record checks of all personnel who have access to Criminal Offender Record Information (CORI). Pursuant to this requirement, applicants for this position will be required to submit fingerprints to the Department of Justice and be cleared before hiring. In accordance to DCA's CORI procedures, clearance shall be maintained while employed in a CORI-designated position. Additionally, the position routinely works with sensitive and confidential issues and/or materials and is expected to maintain the privacy and confidentiality of documents and topics pertaining to individuals or to sensitive program matters at all times.

Conflict of Interest (COI)

This position is subject to Title 16, section 3830 of the California Code of Regulations, the Department of Consumer Affairs' Conflict of Interest Regulations. The incumbent is required to submit a Statement of Economic Interests (Form 700) within 30 days of assuming office, annually by April 1, and within 30 days of leaving office.

In all job functions, employees are responsible for creating an inclusive, safe, and secure work environment that values diverse cultures, perspectives, and experiences, and is free from discrimination. Employees are expected to provide all members of the public equitable services and treatment, collaborate with underserved communities and tribal governments, and work toward improving outcomes for all Californians.

I have read and understand the duties listed above and I can perform these duties with or without reasonable accommodation. (If you believe reasonable accommodation is necessary, discuss your concerns with the hiring supervisor. If unsure of a need for reasonable accommodation, inform the hiring supervisor, who will discuss your concerns with the Health & Safety analyst.)

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Employee Signature Date

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Printed Name

I have discussed the duties of this position with and have provided a copy of this duty statement to the employee named above.

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Supervisor Signature Date

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Printed Name