

☒ Current ☐ Proposed

Classification Title Analyst II	Division/Unit Executive Office/Business Process Improvement Office
Working Title Senior Project Analyst	HQ Designation CalHR Sacramento
Position Number 363-110-5393-702	Date Prepared 7/31/2026
Name	Effective Date

CalHR Mission, Vision, and Values

The California Department of Human Resources (CalHR) is responsible for issues related to employee salaries and benefits, job classifications, civil rights, training, exams, recruitment and retention. For most employees, many of these matters are determined through the collective bargaining process managed by CalHR.

Our Mission: To serve as the trusted advisor to our strategic partners and the public, providing exceptional human resource services and guidance in developing a diverse and inclusive workforce.

Our Vision: Shaping California's future of public service excellence with fair and equitable employment opportunities and a diverse, engaged workforce.

CalHR Core Values: People Centric, Leadership, Accountability, DEIA, Integrity, and Transparency.

General Statement

Under the general direction of the Manager I, the Analyst II will perform varied and complex project coordination, analytical, and event management duties in the Business Process Improvement Office (BPIO). The incumbent will serve as the Senior Project Analyst and work closely with BPIO Project Managers and Executive Office management on projects to better serve the needs of the public and state agencies. Under the direction of management, the incumbent will work with the project managers, review and improve processes, analyze data, update policies and procedures, make recommendations related to projects and be the liaison for key events and meetings. Serve as a backup for the Project Manager when needed. Duties include, but are not limited to, the following:

Job Functions

[Essential (E) / Marginal (M) Functions] conducted [Onsite (O) / Virtually (V)]:

Percentage	(O) / (V)	Essential Job Duties
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30%	O/V	Data Analysis: Analyze complex data to create pivot tables, charts, and narratives that inspire change or action. Conduct research and collect necessary data from assignments. Develop tracking mechanisms and connect spreadsheets as part of process improvement or project initiatives. Determine and collect the appropriate metrics for each program to develop dashboards to share with the management team for decision-making. Develop process improvement tools including creating workflows, tracking mechanisms, MS Power BI and Excel dashboards, etc., using process and project management methodologies.
30%	O/V	Project Coordination and Process Improvement: Serve as a senior project coordinator between BPIO and CalHR Divisions on business processes and ensure all final products and/or projects are tracked and monitored effectively to ensure deliverables and timelines are met. Work with the BPIO team and Executive Office management in developing project artifacts and reports. Analyze workload data to provide status updates to BPIO management. Oversee the BPIO MS Teams Channel and ensure accuracy. Participate in special projects and various project workgroup meetings. Collaborate with Project Managers in facilitating workgroup sessions and collecting data with departmental program staff. Identify deficiencies and recommend policies and procedures for improvement. Lead smaller process improvement initiatives as assigned.
30%	OV	Event and Meeting Coordination: Provide support to the Executive Office, BPIO team and initiatives. Coordinate and manage event and meeting logistics for internal and external partners, contractors, groups, and other events. Duties may include but are not limited to coordinating calendars, meeting logistics, arranging teleconferences, managing set up and day of logistics, preparing and disseminating meeting materials (i.e., meeting agendas, PPT slides) including copy-editing/proofreading, formatting, making documents accessible, printing, photocopying, and collating), and taking and editing detailed meeting notes. Gather and compile resources for events and other projects, materials may include but are not limited to standard operating procedures, talking points, trainings, guidebooks, newsletters, email blasts, social media posts, etc. Creation of pre and post event analyses.
Percentage	(O) / (V)	Marginal Job Duties
5%	OV	Attend and contribute to CalHR web meetings on behalf of BPIO. Responsible for maintaining BPIO internal SharePoint Online pages. Periodically reviews external web pages and policies for consistency and accuracy.
5%	OV	Perform other related duties and special projects as required to meet the mission and objectives of CalHR.

Supervision Received

The Analyst I reports directly to and receives the majority of assignments from Manager I; however, direction and assignments may also come from a Supervisor I and the Manager II.

Supervision Exercised

None.

Special Requirements/Desirable Qualifications

Analyst II is required to operate standard office equipment such as but not limited to; a personal computer (desktop or laptop models), basic calculator, document system (copier and imaging). In addition, the desirable qualifications for the Analyst II include having:

- Experience conducting qualitative and quantitative analysis, researching complex issues, identifying trends, evaluating alternatives, and developing sound recommendations to support business decisions and continuous improvement efforts.
- Experience preparing executive-level reports, dashboards, presentations, spreadsheets, and data visualizations, including analyzing survey results and performance metrics to communicate findings and recommendations.
- Experience developing tracking mechanisms, project documentation, Standard Operating Procedures (SOPs), workflows, process maps, or other tools to improve business processes, monitor project status, and increase operational efficiency.
- Knowledge of project management, business process improvement, and change management principles and methodologies, with experience supporting projects from planning through implementation.
- Experience coordinating multiple concurrent projects, assignments, or initiatives while supporting project managers, monitoring milestones and deliverables, managing competing priorities, and ensuring deadlines are met.
- Experience coordinating meetings, forums, conferences, trainings, or other events, including scheduling, registration, meeting materials, communications, vendors, logistics, and follow-up activities while working collaboratively with multiple stakeholders.
- Experience developing and administering online surveys (e.g., SurveyMonkey, Microsoft Forms, or similar platforms) and using survey data to evaluate outcomes and support organizational improvements.
- Advanced proficiency with Microsoft 365 applications, including Excel (formulas, PivotTables, charts, and advanced data analysis), Word, PowerPoint, Outlook, Teams, SharePoint, Planner, and Visio. Experience with Microsoft Power BI, project management software, and digital workflow or electronic document routing systems (e.g., Adobe Sign, DocuSign, Xerox, or similar platforms) is highly desirable.
- Experience facilitating meetings, leading work groups, and communicating effectively with executives, management, staff, and external stakeholders.
- Demonstrated analytical thinking and problem-solving skills, including the ability to independently interpret and apply policies, procedures, and reference materials; exercise sound judgment; and produce accurate, thorough, and high-quality work products.
- Demonstrated ability to manage multiple competing priorities in a fast-paced environment, adapt to changing priorities, exercise initiative, work independently with minimal supervision, and consistently meet deadlines.
- Excellent written and verbal communication, organizational, customer service, business acumen, and interpersonal skills, with the ability to establish and maintain effective working relationships across all organizational levels.
- Knowledge of California State government policies, procedures, and administrative practices, including the ability to research, interpret, and apply laws, regulations, and departmental policies.

- Demonstrated professionalism, integrity, dependability, and a strong work ethic, including regular, consistent, and predictable attendance.

Working Conditions

The duties of this position are performed indoors at the 1515 “S” Street building. The employees’ workstation is equipped with standard or ergonomic office equipment, as appropriate.

To promote collaboration, team cohesion, and employee development, CalHR operates on a hybrid schedule in accordance with both Statewide and CalHR’s Telework Policies.

Attendance

Employees must maintain regular and acceptable attendance, as determined solely by the Department. They must be regularly available on-site or virtually and willing to work the hours deemed necessary or desirable to meet the Department's business needs.

Employee Acknowledgement

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

*An RA is any modification or adjustment made to a job, work environment, or employment practice or process that enables an individual with a disability or medical condition to perform the essential functions of their job or to enjoy an equal employment opportunity.

Duties of this position are subject to change and may be revised as needed or required.

Employee Signature	Employee Name	Date

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

Supervisor Signature	Supervisor Name	Date