

State of California - Department of Social Services

DUTY STATEMENT

EMPLOYEE NAME:

Vacant

CLASSIFICATION:

RDA II

POSITION NUMBER:

800-656-5731-XXX

DIVISION/BRANCH/REGION: (UNDERLINE ALL THAT APPLY)

Research, Automation & Data/Research & Data Insights

BUREAU/SECTION/UNIT: (UNDERLINE ALL THAT APPLY)

Data Bureau/Data Automation Team/Data Solutions Unit

SUPERVISOR'S NAME:

Kristine Kay-Erkiletian

SUPERVISOR'S CLASS:

RDS I (Sup)

SPECIAL REQUIREMENTS OF POSITION (CHECK ALL THAT APPLY):

- ☐ Designated under Conflict of Interest Code.
- ☐ Duties require participation in the DMV Pull Notice Program.
- ☐ Requires repetitive movement of heavy objects.
- ☐ Performs other duties requiring high physical demand. (Explain below)
- ☒ None
- ☐ Other (Explain below)

I certify that this duty statement represents an accurate description of the essential functions of this position.

I have read this duty statement and agree that it represents the duties I am assigned.

SUPERVISOR'S SIGNATURE

DATE

EMPLOYEE'S SIGNATURE

DATE

SUPERVISION EXERCISED (Check one):

- ☒ None ☐ Supervisor ☐ Lead Person ☐ Team Leader

FOR SUPERVISORY POSITIONS ONLY: Indicate the number of positions by classification that this position DIRECTLY supervises.

Total number of positions for which this position is responsible:

FOR LEADPERSONS OR TEAM LEADERS ONLY: Indicate the number of positions by classification that this position LEADS.

MISSION OF ORGANIZATIONAL UNIT:

The mission of the California Department of Social Services is to serve, aid, and protect needy and vulnerable children and adults in ways that strengthen and preserve families, encourage personal responsibility, and foster independence.

The California Department of Social Services (CDSS) launched the Research, Automation, and Data Division (RADD) to build a sustainable data culture and maximize the full value of data assets through: Enterprise Data Asset Inventory, management and data migration; Enterprise Road Map regarding Information Sharing Capability and Policies and Procedures; Training of Enterprise Data Workforce; and Enterprise Identity, Credential, and Access Management. RADD is responsible for working with Information Services (technology) and Program partners throughout the data life cycle to ensure best practices are elevated toward the goal of serving California's most vulnerable families using a human-centered and data-driven approach.

CONCEPT OF POSITION:

Under the general supervision and guidance of a Research Data Supervisor I, the RDA II is responsible for taking on projects and tasks geared towards increasing data quality and improving workflows of CDSS programs. Specific skills used include automating steps in a process, creating low- or no-code software solutions for programs collecting data from external users, and building passive data collection into workflows to collect operational data.

A. RESPONSIBILITIES OF POSITION:

35% With general supervision and training, supports data and process improvement solutions by: creating and maintaining low-code solutions, including Power Automate flows, Power Apps, etc.; developing simple queries using Structured Query Language (SQL); programming basic scripts in Python; and creating data intake processes using SharePoint and Nitro Forms.

25% Supports innovative efforts to optimize data management, and data access processes and procedures pertaining to the use of data assets to achieve desired goals of the RADD Data Governance Plan. Executes procedures for the collection and integration of data sources that maximize automation, reduce human error, standardize outputs, and maintain regulatory security standards. Identifies areas for improvement and opportunities to promote higher transparency of data asset use so that programs can better monitor and track performance metrics. Identifies appropriate measures for data collection and reporting. Follows project work plans and coordinates with other team members and stakeholders to ensure timely, high-quality project completion. Keeps management apprised of project progress.

25% Supports CDSS program process improvements by: participating in meetings with key internal and external stakeholders, including program partners, to identify and document inefficiencies and opportunities to improve processes and workflows; developing processes with a focus on creating metrics to evaluate both baseline and improved process performance; proposing modifications of existing business processes to resolve data flow inefficiencies; performing necessary duties for quality evaluations, which may include conducting best practice research, gap analyses, trend analysis, or root cause analysis to inform recommendations to programs and management; providing consultation to other departmental staff on the business improvement proposals and utilization of business optimization tools.

10% Assists the Research Data Supervisor I in presenting findings and recommendations to management and departmental stakeholders, including potential limitations, risks, and options. Participates in workshops and trainings related to programming software, AI, and business optimization tools. Provides research and advanced technical programming expertise to departmental stakeholders to facilitate the development and maintenance of optimized data collection processes.

5% Performs other duties as appropriate.

B. SUPERVISION RECEIVED:

The RDA II receives general supervision from a Research Data Supervisor I and employs initiative, resourcefulness, and judgment to complete projects. The RDA II is expected to act with considerable independence and at times as lead or primary responsibilities on a project.

C. ADMINISTRATIVE RESPONSIBILITY:

None

D. PERSONAL CONTACTS:

The RDA II has extensive contact with staff and managers in the RADD, CDSS programs, ISD (Information Security Division), counties, and grantee non-profit organizations.

E. ACTIONS AND CONSEQUENCES:

Process improvement solutions are created that will directly shape the data collected and used for decision-making by CDSS programs. Faulty data collection or interpretation would result in incorrect information being provided to CDSS management about CDSS programs.

Recommendations are made about methods for completing various projects, such as approval automations. If errors are made, data could be lost or manual workload could be increased.

F. OTHER INFORMATION:

Desired qualities include the ability to act independently; reason logically and creatively; present ideas and information in a concise and effective manner both orally and in writing; demonstrate open-mindedness, flexibility and tact. Ideal candidates would be self-starters who can learn new workflows and software, such as Power Apps, SharePoint, and Snowflake. They should then be able to apply this knowledge independently to new projects. Knowledge/willingness to learn about the Department's programs is highly desirable, as well as the ability to identify program pain points and solutions to address them. Other desirable qualifications include strong personal computer skills, analytical, interpersonal, and communication skills, ability to work with multiple deadlines, effectively coordinate outreach with multiple departments, coordinate multiple tasks proficiently, attention to details, effective time management, and project management skills.