

Department of Consumer Affairs

Position Duty Statement

HR-41 (Revised 7/2015)

Classification Title Research Data Analyst II	Board/Bureau/Division Compliance and Equity Division
Working Title Business Analyst	Office/Unit /Section / Geographic Location Organizational Improvement Office (OIO) / Sacramento
Position Number 610-735-5731-001	Name and Effective Date

General Statement: Under the general supervision of the Research Data Supervisor I (RDSup I) of the Organizational Improvement Office (OIO) Unit, the Research Data Analyst II (RDA II) is responsible for working with the Department's Boards and Bureaus, in a lead capacity. The RDA II will perform technical research that will produce comprehensive knowledge of business processes and system requirements. RDA II work includes problem definition, designing unique approaches, collection of data and stakeholder input, and documentation of findings and recommendations. The duties include, but are not limited to, the following:

A. SPECIFIC ASSIGNMENTS [Essential (E) / Marginal (M) Functions]

55 % (E) Business Process Research and Documentation

- Act as a lead on multidisciplinary teams to organize comprehensive research and analysis of Board and Bureau client and stakeholder operations. Use a wide variety of group collaborative and reasoning techniques to analyze current business processes, operations, data, and reporting. Identify areas for improvement and formulate solutions to integrate changes into existing business processes and systems where precedents are nonexistent or lacking. **(20%)**
- Collaborate with various Boards, Bureaus, and other Department entities to perform cost benefit analyses. Exercise a high degree of originality in determining change readiness of client programs and assist them in becoming ready for change and successful transition to new systems and processes through documenting business processes, use cases, system requirements, and white papers. **(15%)**
- Collect and analyze data and develop performance measurement mechanisms to determine success of implemented changes. Synthesize research from a variety of sources and disciplines to provide expert consultative analysis and recommendations to Board and Bureau clients. **(15%)**
- Lead partnerships with Board and Bureau clients, vendors, and other stakeholders to create detailed analytical, research, and assessment documents using MS Word, MS Excel, and MS Visio for all their functions which may include enforcement, licensing, examinations, and administrative functions. **(5%)**

35% (E) System Development and Implementation

- Independently develop learning objectives, training workbooks, job aids, data analysis reports and tools, and presentations for training programs using MS Word, MS Excel, MS PowerPoint, and other software tools. Present training programs and facilitate

learning via live classroom instruction, webinars, and self-paced eLearning tutorials. Evaluate training programs on an ongoing basis to ensure effectiveness.

- Conduct training assessments to determine training needs and strategies. Develop and deliver customized training programs, for Board and Bureau clients, in areas where only a scarce body of knowledge or experience exists.
- Provide on-site assistance and expert consultation to Board and Bureau clients to mitigate risks of transitioning to a new system and implementing new processes.
- Conduct process re-engineering activities to assist Board and Bureau clients and stakeholders in realizing increased efficiencies that are supported with data metrics, performance measures, and reports.
- Conduct gap analysis and research to define the difference between the current state and a proposed state, identify factors that are preventing achievement of a desired state, if existing systems or processes can be modified, and what improvements in new systems or processes are needed.
- Utilize scorecards, surveys, and data analysis to assess Board and Bureau client readiness for change and process improvement.

10% (E) Collaborative Activities

- Participate in various meetings to understand organizational changes that have the potential to change business or automated processes. Use information gathered at these meetings to assist Board and Bureau clients with implementing these changes into their respective business processes, automated systems, and data capture and reporting tools.
- Act as a lead in developing meetings and strategies to assist Board and Bureau clients, stakeholders, and vendors in creating and reaching consensus on standardized change implementation strategies and system improvement processes. Evaluate results and provide reports on outcomes.
- Work collaboratively with other OIO staff on projects and assignments.

B. Supervision Received

The RDA II receives directions from and reports to the RDSup I; however, direction and assignments may also come from the Supervisor II.

C. Supervision Exercised

None

D. Administrative Responsibilities

None

E. Personal Contacts

The position has frequent, and often sensitive, contact with all levels of management and staff in the department regarding business processes, systems, and staff performance. The position has occasional and sometimes sensitive contact with employees of other control agencies such as the Business and Consumer Services Agency, the State Controller's Office, the Department of Human Resources (CalHR), and the Department of General Services. The position also has occasional contact with vendors and suppliers, licensees, consumers and the general public.

F. Actions and Consequences

The position exercises judgment in making decisions affecting all aspects of the OIO. Poor judgment and decisions will result in delays in the delivery of services to clients and associated waste of money on staff time, materials, equipment, and cost of facilities. The scope of errors committed during consulting and policy interpretation extends beyond the immediate work performed by the position and could result in waste of many people's time and the associated salary, materials, equipment, and facilities costs. If inappropriate consulting services are provided to clients, the result will be a delay in the resolution of performance problems. The oversight of the leadership development program is essential to ensure the continuity of services for the public. The effect of not having leaders to fill the gap of potential retirements would be detrimental to the public good. This would have a long-term negative impact on the individual employee (continued low productivity), the unit (lowered unit productivity and morale, and possibly damaged reputation), and ultimately the department (poor products, services and information provided by DCA staff to consumers, licensees, and other department stakeholders).

The magnitude of errors ranges from low to critical, depending on the specific issues and associated actions taken, and could result in grievances or discrimination complaints and possible lawsuits against the department and its executives and managers.

G. Functional Requirements

The incumbent works 40 hours per week in an office setting, with artificial light and temperature control. Workstations may be shared and of a modular structure. Daily access to and use of a personal computer and telephone is essential. Sitting, standing, and light lifting requirements are consistent with office work. The position requires working at a computer for long periods of time, as well as standing and walking around for extended periods of time, when conducting training and facilitating meetings.

The incumbent is required to travel occasionally, sometimes overnight, throughout an assigned geographical area by various methods of transportation.

H. Other Information

Incumbent must possess good communication skills, use good judgment and discretion, exercise creativity and flexibility in problem identification and resolution, manage time and resources effectively, work efficiently and cooperatively with others, maintain consistent and regular attendance, work under changing priorities or deadlines, exhibit courteous and professional behavior towards others, and be responsive to DCA management

needs.

Incumbent must possess knowledge of modern office methods, supplies, equipment, and a variety of computer software including Microsoft Office, database, and desktop publishing.

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 with DCA's CORI procedures, clearance shall be maintained while employed in a CORI-designated position. Additionally, the incumbent 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.

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 with 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.)

Employee Signature

Date

Employee's 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.

Supervisor Signature

Date

Supervisor's Printed Name, Classification

Approved: 08/2026 HM

