

California Department of Tax and Fee Administration

DUTY STATEMENT

☐ CURRENT
☐ PROPOSED

SCHEDULE TO BE WORKED/WORKING HOURS		EFFECTIVE DATE	
CIVIL SERVICE CLASSIFICATION Analyst II		WORKING TITLE Reasonable Accommodation Consultant	
DIVISION/OFFICE/UNIT Admin/HRB/Medical Management Services Section		SPECIFIC LOCATION ASSIGNED TO Sacramento, CA - Headquarters	
SEERA DESIGNATION Rank and File	BARGAINING UNIT 01	WORK WEEK GROUP 2	CERTIFICATES REQUIRED None
FINGERPRINTS/BACKGROUND CHECK REQUIRED ☐ Yes ☒ No	BILINGUAL POSITION ☐ Yes ☒ No	SUPERVISION EXERCISED None	
INCUMBENT		POSITION NUMBER (Agency-Unit-Class-Serial) 291-331-5393-721	
<i>The mission of the California Department of Tax and Fee Administration is to make life better for Californians by fairly and efficiently collecting the revenue that supports our essential public services.</i>			
POSITION'S ORGANIZATIONAL SETTING AND MAJOR FUNCTIONS Under the general direction of the Medical Management Services (MMS) Section Supervisor I, the Analyst II independently performs the more responsible, varied, and complex analytical staff work in the administration and application of the laws, rules, and regulations related to processing requests for Reasonable Accommodation (RA). Ensures the interactive process with employees or applicants requesting job modifications and/or accommodations are thoroughly reviewed and conform with the RA laws, rules, and regulations. Provides specialized consultative services and serves as the subject matter expert in evaluating requests for accommodation. Interprets and applies specialized knowledge to effectively manage accommodation requests while ensuring the consistent application of CDTFA policies and procedures. Acts as a lead, and provides guidance and makes recommendations, to managers and supervisors related to the interactive process. Works with supervising managers or hiring managers to implement job modifications and/or accommodations. Oversees and coordinates the implementation of the modification and/or accommodation at the employee's or applicant's CDTFA worksite. Assists employees that require a position vacancy search when an RA cannot be implemented within the employee's current position assignment. Responsible for timely documentation of all RA case assignments and maintaining the documentation in the employee's RA electronic file. Handles a large volume of calls from all levels of CDTFA employees, and regularly facilitates interactive process meetings with CDTFA employees, managers, and supervisors when processing requests for RA. Candidate must be able to perform the following essential job functions with or without reasonable accommodation.			
PERCENTAGE OF TIME SPENT	DUTIES		
35%	<u>ESSENTIAL JOB FUNCTIONS</u> Independently consults with employees, applicants, managers, and supervisors on a variety of complex accommodation requests over the phone, email, and in interactive process meetings. Regularly engages with CDTFA's legal counsel, Labor Relations, Diversity and Inclusion Office, and Medical Management Services staff as required or assigned. Communicates effectively both orally and in writing with employees, managers and supervisors related to requests for accommodation. Acts as the subject matter expert in interactive process meetings regarding the interactive process requirements under federal regulations and state statutes. Independently analyzes and provides timely recommendations to RA Program management regarding the more complex requests for accommodation.		
35%	Independently opens, closes, and maintains employee RA electronic files while processing requests for RA, and ensures the accuracy of information on the RA Log for assigned cases. Acts as a lead in the timely processing of various forms of communications to employees, managers and supervisors including, but not limited to: contact letters, closure letters, clarifying letters to health care providers, approval letters, denial letters, alternate accommodation letters, religious accommodation letters, options letters, position reassignment letters, fitness-for-duty letters, RA equipment authorization memos, CDTFA-initiated disability retirement letters, and medical actions. Responds timely and independently to all email inquiries related to requests for RA from all levels of CDTFA employees. Utilizes the CDTFA's HR systems for accessing employee information for a variety of RA issues, in conjunction with other computer tools to provide analysis, employee statistics and reports and documents for the RA Program.		

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15%	Analyzes and interprets various civil service laws, rules, procedures, and regulations and provides guidance regarding such rules and regulations. Investigates and independently resolves issues relative to requests for RA and makes recommendations to RA Program management as necessary. Conducts independent research for various projects as necessary. Remains current with legislation, regulations, case laws, and issues and trends related to the interactive process and processing requests for accommodation. Responsible for creating and developing various trainings for CDTFA employees, managers, and supervisors. May be required to present information to all levels of CDTFA employees related to New Hire orientation or RA Program related trainings.
10%	May serve as a lead to the Medical Management Unit Analysts in developing, promoting, and maintaining the following programs: the Family and Medical Leave Act (FMLA)/California Family Rights Act (CFRA), Pregnancy Disability Leave (PDL), Leave of Absence, Ergonomics, Catastrophic Leave, Workers' Compensation, and the Employee Assistance Program (EAP), which may include responding to critical incidents and facilitating scheduling of counseling sessions for CDTFA employees as necessary. Attends forums, meetings, and training related to the MMS programs. Assists with the development or revisions of MMS Section policies and procedures.
5%	<u>MARGINAL JOB FUNCTIONS</u> May perform other job-related duties as required or assigned.

WORK ENVIRONMENT OR PHYSICAL ABILITIES REQUIRED FOR THE JOB (if applicable):**Work Environment:**

- This position is located in a high-rise building.
- This position is located in an office setting with an open floor plan.
- Hybrid position.

Physical Abilities:

- Daily use of computer and phone and other office equipment.
- Remain in a stationary position, consistent with office work, for extended periods of time.
- Ability to move, transport, install and remove office equipment weighing up to twenty-five pounds (25 lbs.).

Additional Requirements/Expectations:

- Ability to provide the highest level of customer service in sensitive and complex situations.
- Ability to independently research and apply various personnel laws, rules, and policies.
- Ability to work in a fast-paced environment with changing priorities.
- Demonstrates excellent planning and organizational skills.
- Effectively manages time-sensitive projects while maintaining the highest level of confidentiality.

I have read this duty statement and fully understand that I must perform the Essential Job Functions of my position with or without reasonable accommodation.

PRINT EMPLOYEE NAME	EMPLOYEE'S SIGNATURE	DATE
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I certify that the above accurately represents the duties of the position and that I have reviewed these duties with the above-named employee.

PRINT SUPERVISOR NAME	SUPERVISOR'S SIGNATURE	DATE
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HRB Approval Date: 08/13/26**C&P Analyst Initials: GG**