

YOUR EFFORTS WILL MAKE FISCAL A SUCCESS

DUTY STATEMENT

CLASSIFICATION TITLE Analyst I	DIVISION NAME Administrative Services Division
WORKING TITLE Operations & Intake Analyst	OFFICE/SECTION/UNIT NAME Departmental Operations Office, Business Services Section
EMPLOYEE NAME VACANT	POSITION NUMBER 333-650-5157-005

You are a valued member of the Department of FISCAL. You are expected to work cooperatively with team members and others to provide the highest level of service possible. Your creativity and productivity is encouraged. Your efforts to treat others fairly, honestly and with respect are important to everyone who works with you.

GENERAL STATEMENT

Under the direct supervision of the Supervisor I, Business Services Section (BSS), the Analyst I performs analytical and operational support work related to customer service, intake coordination, workflow routing, operational tracking, and records management for BSS. The incumbent serves as the primary intake and coordination point for section operational requests and provides support to ensure timely routing, tracking, and completion of operational activities.

SUPERVISION RECEIVED

Reports directly to the Supervisor I, Business Services Section Chief.

SUPERVISION EXERCISED

None.

ESSENTIAL FUNCTIONS

The incumbent must be able to perform the essential functions with or without reasonable accommodation. Specific duties include, but are not limited to, the following:

<u>% OF TIME</u>	<u>ESSENTIAL FUNCTIONS</u>
45%	Operations Intake & Customer Service Coordination • Serve as the primary intake point of contact for BSS inquiries received through various interactions. • Review, route, and coordinate operational requests to appropriate staff based on functional assignment areas. • Provide customer service support and respond to routine operational inquiries related to section services and processes. • Coordinate onboarding and offboarding operational support activities. • Create and distribute Department access badge using the C-Cure badging system. • Oversee supply closet inventory, create proposed supply list to purchase and submit requisitions through the FI\$Cal system. • Contact, schedule and work with vendors concerning facility issues.
30%	Workflow Coordination and Tracking • Monitor ServiceNow and other tracking systems to ensure requests are assigned and routed appropriately. • Track operational requests, response timelines, and workflow metrics. • Maintain operational reporting logs and tracking documents related to section activities. • Coordinate email routing and operational communications. • Submit facility maintenance requests via an online ticketing system, communicating with building property management and tracking online ticket submissions and status. • Support with warehouse management oversight, distributing and recording non-IT assets and supplies.
20%	Records & Administrative Support • Maintain records retention files and operational documentation in accordance with established procedures working with the BSS team and record retention manager. • Coordinate mail distribution and operational inventory activities. • Dispatch, record and receive, inventory and non-IT assets to or for staff in the facility. • Assist with operational support activities and administrative coordination functions related to section operations.

<u>% OF TIME</u>	<u>MARGINAL FUNCTIONS</u>
5%	• Perform other related duties as required to fulfill FI\$Cal's mission, goals and objectives. Additional duties may include, but are not limited to, assisting where needed within the team/unit, which may include special assignments.

KNOWLEDGE AND ABILITIES

Knowledge of: Arithmetic, spelling, grammar, punctuation, and modern English usage.

Ability to: Learn rapidly; follow directions; communicate effectively with other staff and those contacted in the work; use good work habits such as punctuality, skill, neatness and dependability; make satisfactory progress in a prescribed training program; interpret written material; edit written material; write effectively; analyze written and numerical data accurately; make clear, concise oral presentations.

SPECIAL REQUIREMENTS

The incumbent will use tact and interpersonal skills to develop constructive and cooperative, working relationships with others, e.g., stakeholders, customers, management, peers, etc., to facilitate communication to improve the work environment and increase productivity. **Fingerprinting and background check are required.**

WORKING CONDITIONS

The incumbent may need to be on-site to carry out their duties. This position requires the ability to work under pressure to meet deadlines and may require excess hours to be worked. The incumbent should be available to travel as needed and is expected to perform functions and duties under the guidance of the Department of FISCal's core values. The incumbent provides back-up, as necessary, to ensure continuity of departmental activities.

This position requires prolonged sitting in an office-setting environment with the use of a telephone and personal computer. This position requires daily use of a copier, telephone, computer and general office equipment, as needed. This position may require the use of a hand-cart to transport documents and/or equipment over 20 pounds (i.e., laptop, computer, projector, reference manuals, solicitation documents, etc.). The incumbent must demonstrate a commitment to maintain a working environment free from discrimination and sexual harassment. The incumbent must maintain regular, consistent, predictable attendance, maintain good working habits and adhere to all policies and procedures.

SIGNATURES

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 assigned HR analyst.)

Employee Signature

Date

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

Hiring Manager Signature

Date

HR Analyst AR

Date Revised: 08/14/26