

POSITION STATEMENT

1. POSITION INFORMATION	
CIVIL SERVICE CLASSIFICATION:	WORKING TITLE:
Analyst II	Central Office Operations Unit Analyst II
NAME OF INCUMBENT:	POSITION NUMBER:
<i>Click here to enter text.</i>	
OFFICE/SECTION/UNIT:	SUPERVISOR'S NAME:
Central Office Operations Unit	
DIVISION:	SUPERVISOR'S CLASSIFICATION:
Central Office, ARU 309	Supervisor I
BRANCH:	REVISION DATE:
Disability Insurance	<i>Click here to enter a date.</i>
Duties Based on: ☒ FT ☐ PT– Fraction _____ ☐ INT ☐ Temporary – _____ hours	
2. REQUIREMENTS OF POSITION	
Check all that apply: ☐ Conflict of Interest Filing (Form 700) Required ☐ May be Required to Work in Multiple Locations ☐ Requires DMV Pull Notice ☒ Travel May be Required ☐ Call Center/Counter Environment ☒ Requires Fingerprinting & Background Check ☐ Bilingual Fluency (<i>specify below in Description</i>) ☐ Other (<i>specify below in Description</i>)	
Description of Position Requirements: (e.g., qualified Veteran, Class C driver's license, bilingual, frequent travel, graveyard/swing shift, etc.) Minimal travel for training opportunities.	
3. DUTIES AND RESPONSIBILITIES OF POSITION	
Summary Statement: (Briefly describe the position's organizational setting and major functions)	
Under the direction of the Supervisor I, the Analyst II serves in a lead capacity to provide administrative and operational support to the Central Office managers. This role involves handling tasks that are often sensitive and confidential in nature. The incumbent is responsible for coordinating various functions and performing a wide range of the more complex administrative, analytical, and technical duties to ensure the efficient operation of the division. This position requires access to confidential information related to the operational and business needs of the Central Office Division. On behalf of division management, the incumbent frequently collaborates with the branch Senior Leadership Team to relay critical information, follow up on outstanding issues, analyze situations, and ensure deadlines are met. The Analyst II also serves as the primary point of contact for the Division Chief on branch matters, maintaining a high level of confidentiality and developing a comprehensive understanding of DIB operations, as well as the Department's programs, policies, and activities.	

Percentage of Duties	Essential Functions
40%	Assumes responsibility for directing operations of the Division. Independently plans, organizes, and manages special projects. Regularly reviews reports, conducts analysis, tracks and monitors progress, and collaborates with Division and branch leadership to ensure objectives are met. Prepares workflow analyses, develops project schedules, and ensures deadlines are achieved. Maintains and updates confidential reports and materials to ensure compliance with branch policies and requirements. Creates, reviews, and edits memorandums, letters, hiring documents, briefing materials, and executive reports. Frequently drafts communications on behalf of the Central Office managers for Senior Leaders, executive staff, vendors, and other stakeholders. Schedules, coordinates, and manages meetings for the Central Office Division, including preparing agendas, gathering and distributing materials, tracking action items, and ensuring follow-up activities are completed. Serves as the primary point of contact for meeting logistics, ensuring participants are informed, prepared, and aligned with Division priorities. Researches and analyzes the more complex confidential and sensitive departmental administrative policies and program issues, presenting recommendations to DIB leadership to support informed decision-making and operational efficiency.
15%	Performs independent analysis and provides recommendations on policy development and the more complex administrative actions, including matters related to Central Office functions supporting Disability Insurance and Paid Family Leave programs. Independently executes a wide range of sensitive analytical and administrative activities to relieve the Division Chief and Central Office management of detailed administrative responsibilities. Assists by researching and analyzing issues related to Disability Insurance, Paid Family Leave, Call Center operations, and Central Office activities. Researches and evaluates administrative issues involving DIB facilities, information technology, human resources, business operations, and contracts. Provides consultation and technical assistance to Branch management and staff on the more complex and sensitive departmental or program issues to support informed decision-making and operational efficiency. Supports internal and external audits through the provision of administrative assistance, documentation management, and coordination activities.
15%	On behalf of the Division Chief, independently makes decisions regarding the importance and priority of assignments, communicates that information, and takes appropriate action to ensure timely completion. Consults with Departmental executive staff and managers to ensure that the work of the Branch is addressed timely and that the Division Chief has appropriate and accurate information in advance of meetings. Prepares or redirects responses to the more routine correspondence in the absence of the Division Chief.
15%	On behalf of the Division Chief, responds to telephone calls, visits, and/or written inquiries from DIB units, and the Field Offices; may also respond to control agencies, Labor & Workforce Development Agency, vendors, advocacy groups, or Government officials. Communicates with Division Chief/ Deputy Director and other parties to obtain clarifying information.

10%	Participates as an ad hoc member on various DIB workgroups as needed. Responsibilities include gathering and analyzing data, preparing reports, and developing recommendations to support workgroup objectives.	
	Prepares and reviews correspondence and reports, ensuring accuracy and proper formatting. Makes travel arrangements and processes travel claims for management in compliance with departmental policies and procedures.	
Percentage of Duties	Marginal Functions	
5%	Performs other duties as assigned.	
4. WORK ENVIRONMENT <i>(Choose all that apply)</i>		
Standing: Occasionally - activity occurs < 33%		Sitting: Continuously - activity occurs > 66%
Walking: Occasionally - activity occurs < 33%		Temperature: Temperature Controlled Office Environment
Lighting: Artificial Lighting		Pushing/Pulling: Occasionally - activity occurs < 33%
Lifting: Occasionally - activity occurs < 33%		Bending/Stooping: Occasionally - activity occurs < 33%
Other:		
Type of Environment: ☐ High Rise ☒ Cubicle ☐ Warehouse ☐ Outdoors ☐ Other:		
Interaction with Customers: ☐ Required to work in the lobby ☐ Required to work at a public counter ☒ Required to assist customers on the phone ☒ Required to assist customers in person ☐ Other:		
5. SUPERVISION EXERCISED: (List total per each classification of staff)		
N/A		
6. SIGNATURES		
Employee's Statement: <i>I have reviewed and discussed the duties and responsibilities of this position with my supervisor and have received a copy of the Position Statement.</i>		
Employee's Name:		
Employee's Signature:		Date:
Supervisor's Statement: <i>I have reviewed the duties and responsibilities of this position and have provided a copy of the Position Statement to the employee.</i>		
Supervisor's Name:		
Supervisor's Signature:		Date:
7. HRSD USE ONLY		
Classification and Pay Group (CPG) Approval		

Civil Service Classification
Analyst II

Position Number

☒ Duties meet class specification and allocation guidelines.	CPG Analyst Initials	Date Approved
☐ Exceptional allocation, STD-625 on file.	AF	8/18/2026
Reasonable Accommodation Unit use ONLY <i>(completed after appointment, if needed)</i> <i>If a Reasonable Accommodation is necessary, please complete a Request for Reasonable Accommodation (DE 8421) form and submit to Human Resource Services Division (HRSD), Reasonable Accommodation Coordinator.</i> List any Reasonable Accommodations made: 		

Supervisor: After signatures are obtained, make 2 copies:

- Send a copy to HRSD (via your Attendance Clerk) to file in the employee's Official Personnel File (OPF)
- Provide a copy to the employee
- File original in the supervisor's drop file

POSITION STATEMENT

1. POSITION INFORMATION	
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Analyst I	Central Office Operations Unit Analyst I
NAME OF INCUMBENT:	POSITION NUMBER:
<i>Click here to enter text.</i>	
OFFICE/SECTION/UNIT:	SUPERVISOR'S NAME:
Central Office Operations Unit	
DIVISION:	SUPERVISOR'S CLASSIFICATION:
Central Office, ARU 309	Supervisor I
BRANCH:	REVISION DATE:
Disability Insurance	<i>Click here to enter a date.</i>
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Description of Position Requirements: (e.g., qualified Veteran, Class C driver's license, bilingual, frequent travel, graveyard/swing shift, etc.) Minimal travel for training opportunities.	
3. DUTIES AND RESPONSIBILITIES OF POSITION	
Summary Statement: (Briefly describe the position's organizational setting and major functions)	
Under the supervision of the Supervisor I, the Analyst I provides administrative and operational support to the Central Office managers. This role involves handling tasks that are often sensitive and confidential in nature. The incumbent is responsible for coordinating various functions and performing a wide range of less complex administrative, analytical, and technical duties to ensure the efficient operation of the division. This position requires access to confidential information related to the operational and business needs of the Central Office Division. On behalf of division management, the incumbent frequently collaborates with the branch Senior Leadership Team to relay critical information, follow up on outstanding issues, analyze situations, and ensure deadlines are met. The Analyst I assists the Division Chief and branch leadership by supporting communication and coordination on branch matters. This includes handling information with a high level of confidentiality and developing a working knowledge of DIB operations, as well as the Department's programs, policies, and activities.	

Percentage of Duties	Essential Functions
40%	Works with a lead in directing operations of the Division. Plans, organizes, and co manages special projects. Regularly reviews reports, conducts analysis, tracks and monitors progress, and collaborates with Division and branch leadership to ensure objectives are met. Prepares workflow analyses, develops project schedules, and ensures deadlines are achieved. Maintains and updates confidential reports and materials to ensure compliance with branch policies and requirements. Creates, reviews, and edits memorandums, letters, hiring documents, briefing materials, and executive reports. Frequently drafts communications on behalf of the Central Office managers for Senior Leaders, executive staff, vendors, and other stakeholders. Schedules, coordinates, and manages meetings for the Central Office Division, including preparing agendas, gathering and distributing materials, tracking action items, and ensuring follow-up activities are completed. Works with a lead for meeting logistics, ensuring participants are informed, prepared, and aligned with Division priorities. Researches and analyzes the less complex confidential and sensitive departmental administrative policies and program issues, presenting recommendations to DIB leadership to support informed decision-making and operational efficiency.
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☐ Other:
5. SUPERVISION EXERCISED:*(List total per each classification of staff)*

N/A

6. SIGNATURES**Employee's Statement:**
I have reviewed and discussed the duties and responsibilities of this position with my supervisor and have received a copy of the Position Statement.

Employee's Name:

Employee's Signature:

Date:

Supervisor's Statement:
I have reviewed the duties and responsibilities of this position and have provided a copy of the Position Statement to the employee.

Supervisor's Name:

Supervisor's Signature:

Date:

7. HRSD USE ONLY**Classification and Pay Group (CPG) Approval**

Civil Service Classification**Position Number**

Analyst I

☒ Duties meet class specification and allocation guidelines.	CPG Analyst Initials	Date Approved
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