

**DUTY STATEMENT**

|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                                                                                        |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------|
| Classification: Analyst II                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                                                                                        |
| Working Title: Medi-Cal Contact Center Oversight Lead Analyst                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                                                                                        |
| Program: Program Operations                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                                                                                        |
| Division: California Medicaid Management Information System (CA-MMIS) Operations Division                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                        |
| Section: Provider Services Section (PSS)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                                                                        |
| Branch: Operations Management Branch (OMB)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                                                                                        |
| Unit: Provider & Beneficiary Communications Unit                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                                                                                        |
| Office Location: 830 Stillwater, West Sacramento, CA 95605                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                                                                                        |
| COI Position: <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | Telework Eligible: <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No |
| CBID: R01                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | Position Number: 805-440-5393-719                                                      |
| Bilingual Position: <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | Specify Language: Not Applicable                                                       |
| <p>This position requires the incumbent to perform their essential functions; maintain consistent and regular attendance in-person and/or virtually; to communicate effectively and professionally, both orally and in writing; to develop and maintain knowledge and skills related to specific tasks, methodologies, materials, tools, and equipment; to complete assignments in a timely manner; and to adhere to departmental policies and procedures regarding attendance and conduct including those outlined in the Health Administrative Manual and the DHCS Telework Program. To promote collaboration and connection, essential functions are generally in-person consistent with the DHCS Telework Program and pursuant to an approved Telework Agreement.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                        |
| <p><b>Job Summary:</b></p> <p>The Analyst II (Medi-Cal Contact Center Oversight Lead Analyst) in the Provider &amp; Beneficiary Communications Unit (PBCU) provides extensive complex Medi-Cal program expertise through intense and challenging research and interpretation of Medi-Cal policy. The Analyst II performs duties associated with invoicing, precedent-to-payment, contractor payment reconciliation research, and oversight of the Fiscal Intermediary (FI) Medi-Cal Contact Center (MCC), as well as business process development and maintenance.</p> <p>The MCC is a mission critical service for the Medi-Cal program and handles large volumes of calls from Medi-Cal providers, beneficiaries, and stakeholders. The Analyst II must ensure the MCC responds appropriately to a wide range of complicated Medi-Cal issues. Through complex analysis of data, the Analyst II ensures the FI is contractually compliant. Additionally, this analysis identifies providers or members who are most affected by a particular issue, which is needed to direct the MCC on how to properly respond to these issues.</p> <p>The Analyst II demonstrates proficiency and has strong knowledge of database management. The Analyst II must independently and carefully analyze, edit, and route for program approvals all inbound and outbound MCC scripts to verify content accuracy, which is essential when giving Medi-Cal providers and members accurate information. The Analyst II effectively applies this knowledge in leading teams of multidisciplinary contractor and/or state staff to ensure success of deliverables and to remain in alignment with CA-MMIS Division' s strategy and the Department' s IT infrastructure.</p> |                                                                                        |

**Job Summary (cont):**

Description of Duties: The Medi-Cal Contact Center (MCC) Oversight Lead Analyst serves in a leadership capacity while performing complex functions and analysis in support of the Operations Management Branch (OMB) and is a subject matter expert (SME) in several areas of CA-MMIS. The MCC Oversight Lead Analyst reasons logically and creatively to analyze, explain, and present data, using a variety of analytical techniques. This position requires direct interaction with various programs, provider associations, and upper-level management. It is vital the MCC Oversight Lead Analyst be an independent thinker and extensive latitude is given to make critical decisions in meetings with upper Department management. Knowledge of Medi-Cal is important when analyzing denied claims issues or for analyzing provider or member Medi-Cal concerns. The MCC Oversight Lead Analyst is responsible for performing extensive research and analysis to ensure the MCC adheres to FI contractual requirements. The MCC Oversight Lead Analyst assists in interpretation of business rules, work plans, maintenance and operations processes, and identifies business and operational risks. This is a demanding and mission critical position. The MCC Oversight Lead Analyst is the OMB MCC Subject Matter Expert (SME) and first responder for all MCC contract requirement issues. The incumbent is able to translate requirements into business and system needs. The MCC Oversight Lead Analyst also requires extensive knowledge of the CA-MMIS system, Provider Relations, policy changes, training, outreach and education. The MCC Oversight Lead Analyst must learn about new programs in detail, from various sources, to assess the needs, functions, and resources required from OMB. The MCC Oversight Lead Analyst informs OMB management and staff about new program requirements by preparing issue papers, reports from data provided by the FI, and through operational readiness surveys.

*The duties contained in this job description reflect general details as necessary to describe the principal functions of this job. It should not be considered an all-inclusive listing of work requirements. The incumbent of this position may perform other duties (commensurate with this classification) as assigned, including work in other functional areas to cover during absences, to equalize peak work periods or to otherwise balance the workload.*

| Description of Duties: |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
|------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| % of Time              | Essential Functions                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| 35%                    | <p>Serve as lead analyst to address complex Medi-Cal provider and member concerns for various claims processing issues. Independently develop and perform the most extensive and time-consuming technical research to ensure the FI's contractual obligations are adhered to. The MCC Oversight Lead Analyst independently oversees daily MCC operations and is responsible for MCC Quality Control (QC). Through queried data analysis of MCC call analytics, the MCC Oversight Lead Analyst verifies quantity and quality contractual performance standards are achieved. For example through statistical analysis, the MCC Oversight Lead Analyst ensures the weekly average number of blocked incoming calls are no more than 5%; the weekly abandonment rate does not exceed 5%; and the weekly average hold time should not exceed 120 seconds. The MCC Oversight Lead Analyst also independently monitors performance of the MCC by carefully auditing random samples of MCC Agent call recordings between agents, providers, and members to ensure information provided is complete and accurate and to verify quality service is provided and consistent with data reported by the FI. The MCC Oversight Lead Analyst must oversee corrective actions and ensure resolution of provider issues occur timely and accurately. By scrutinizing Quality Management (QM) reports, the MCC Oversight Lead Analyst confirms qualitative metrics are within ranges demanded by the contract. The MCC Oversight Lead Analyst must have advanced knowledge of Microsoft Excel to effectively apply technical research and statistical methodologies for development, review, and management of reports. Through statistical analysis of queried data from several databases, the MCC Oversight Lead Analyst independently analyzes complicated data. The MCC Oversight Lead Analyst frequently and independently presents complicated findings to top Departmental management or outside agencies. To audit MCC calls, the MCC Oversight Lead Analyst must be very knowledgeable with the Customer Relationship Management (CRM) System, a vast database consisting of millions of MCC call records. The MCC Oversight Lead Analyst regularly reviews and analyzes several crucial data reports to verify call analytics to check that the FI is contractually compliant. The MCC Oversight Lead Analyst must develop responses and replies to inquiries about provider or member issues, including recommendations and implementation plans for improvement.</p> |

| Description of Duties: |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
|------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| % of Time              | Essential Functions                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| 20%                    | <p>In accordance with the FI Contract, the MCC Oversight Lead Analyst must review, validate, and approve MCC invoices. The incumbent must be thoroughly familiar with the FI contract to properly analyze the invoices. The MCC Oversight Lead Analyst produces interpretative data analysis to identify trends, review the MCC invoices, determine status of MCC invoice payments, perform reconciliations, and maintain fiscal integrity by ensuring deliverables comply with contract requirements. This supports the Department's decision to approve or deny payment of invoices and avoid liabilities. The MCC Oversight Lead Analyst gathers evidence through close monitoring of MCC activities such as by querying data. The MCC Oversight Lead Analyst verifies accuracy of calculations for the amount billed. The MCC Oversight Lead Analyst will analyze and identify areas of non-compliance, resolve invoice discrepancies; conduct systematic and critical research of contract language and legal principles, federal and state regulations, and various funding program guidelines critical to the FI MCC's operations and will serve as the Division's SME and liaison to the FI for payment of MCC invoices. The MCC Oversight Lead Analyst analyzes the Quality Management reports to check call volume, the percentage of dropped calls, and other data, to ensure they are within the required ranges. The MCC Oversight Lead Analyst validates all precedent to payment requirements are met and ensures the FI satisfactorily completed all required work prior to approving the invoice. The MCC Oversight Lead Analyst compares current month invoices against previous invoices and investigates any unusual or significant fluctuations in amounts invoiced. If the MCC Oversight Lead Analyst deems contract requirements were unmet, he/she will recommend withholding payment until the MCC is contractually compliant. The MCC Oversight Lead Analyst must have the ability to perform data analysis, independently verify and validate integrity of data, capture, compile, and integrate data, including data retrieval, extraction, transfer, and import into various applications. The MCC Oversight Lead Analyst will reconcile MCC invoices and confirm accuracy.</p> |

| <b>Description of Duties</b> |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
|------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>% Of Time</b>             | <b>Essential Functions</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| 20%                          | <p>The MCC Oversight Lead Analyst is the lead technical analyst for ongoing support for a continual variety of projects introduced to Department of Health Care Services (DHCS) to include application of functional objectives and methods for developing and implementing process improvements. Working independently, the MCC Oversight Lead Analyst develops and employs the most detailed and complex research and analysis to effectively monitor compliance in accordance with the FI contract, federal and State statutes, and regulations, as well as DHCS policy and guidelines. This includes problem exploration and definition where precedents are often lacking, planning and designing the approach and sequence of steps, collection of data from multiple monitoring systems, interpretation of findings, and documentation and reporting findings to management and the FI. The MCC Oversight Lead Analyst must reason logically and creatively to analyze and explain assumptions, identify areas of the FI's non-compliance, consult with Department staff and the FI, and make corrective action recommendations to ensure resolution of provider and member issues. The MCC Oversight Lead Analyst is responsible for advising staff and management on concerns with provider, member, or FI operations, including any functions that relate to provider relations or member relations, systems operations, potential fraud and abuse, and billing issues. The MCC Oversight Lead Analyst facilitates and participates in meetings and teleconferences with high level departmental or other state staff, FI staff, healthcare professionals and representatives and attends high-level management meetings to present issues, recommendations, and alternatives for management decision.</p> |
| 20%                          | <p>To ensure complicated and detailed Medi-Cal policy is correctly communicated to Medi-Cal providers and members, the MCC Oversight Lead Analyst carefully reviews, edits, and routes for approval, on an on-going basis, all MCC Inbound and Outbound Call Scripts to be used by the MCC agents. The MCC Oversight Lead Analyst regularly directs the MCC on how best to assist provider or member callers. For validation of correctness, the MCC Oversight Lead Analyst performs compliance reviews of MCC data.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| <b>% Of Time</b>             | <b>Marginal Functions</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| 5%                           | Other duties as required.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |

**Supervision Received:** Under Direction by the (enter supervisor classification):Supervisor I.**Supervision Exercised: (check all that apply)**☒ Non-Supervisory Classification / None☐ Clerical Staff☐ Analytical Staff☐ Technical Staff☐ Professional Staff☐ Supervisory Staff☐ Managerial Staff**Special Requirements:**☐ Medical Evaluation /Clearance☐ Typing Certificate☐ Valid Driver's License☐ Background Check / Finger Printing Clearance☐ Valid Professional License (please specify): \_\_\_\_\_**Desirable Qualifications:**

- In-depth knowledge of Medi-Cal laws, eligibility, benefits, and claims adjudication.
- Experience overseeing large-scale vendor contracts, SLAs, and performance standards.
- Proficiency in IVR, CRM systems, and workforce management tools.
- Advanced Microsoft Excel skills for complex dataset analysis, trend identification, and outlier reporting.
- Skill in root-cause analysis, identifying operational gaps, and developing formal business requirements.
- Strong interpersonal skills to lead meetings and manage relationships with state agency partners and vendors.
- Capacity to manage time-sensitive projects independently while ensuring strict data confidentiality.
- Advanced research skills to synthesize complex information into actionable insights and recommendations.
- High degree of flexibility, sound judgment, and creativity in resolving complex operational challenges.

**Working Conditions (Check all that apply):**

Prolonged Periods of:

☒ Standing ☒ Sitting ☐ Kneeling ☐ Bending

Travel May be Required:

☐ Occasional ☐ Over Night

Requires Lifting of Heavy Objects up to: \_\_\_\_\_

**Acknowledgements:****Human Resources Acknowledgement:** The Human Resources Division has reviewed and approved this duty statement.Analyst Name:  
Claire Edde

Analyst Signature:

Date:  
01/27/2026**Employee Acknowledgement:** I have discussed with my supervisor the duties of the position and have received a copy of this duty statement.

Employee Name:

Employee Signature:

Date:

**Supervisor Acknowledgement:** I certify this duty statement represents an accurate description of the essential functions of this position. I have discussed the duties of this position with the employee and provided the employee a copy of this duty statement.

Supervisor Name:

Supervisor Signature:

Date:

|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                                                                             |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------|
| Classification:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                                                                             |
| Working Title:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                                                                             |
| Program:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                                                                             |
| Division:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                                                             |
| Section:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                                                                             |
| Branch:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                                                                             |
| Unit:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                                                                             |
| Office Location:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                                                                             |
| COI Position: <input type="checkbox"/> Yes <input type="checkbox"/> No                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | Telework Eligible: <input type="checkbox"/> Yes <input type="checkbox"/> No |
| CBID:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | Position Number:                                                            |
| Bilingual Position: <input type="checkbox"/> Yes <input type="checkbox"/> No                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | Specify Language:                                                           |
| <p>This position requires the incumbent to perform their essential functions; maintain consistent and regular attendance in-person and/or virtually; to communicate effectively and professionally, both orally and in writing; to develop and maintain knowledge and skills related to specific tasks, methodologies, materials, tools, and equipment; to complete assignments in a timely manner; and to adhere to departmental policies and procedures regarding attendance and conduct including those outlined in the Health Administrative Manual and the DHCS Telework Program. To promote collaboration and connection, essential functions are generally in-person consistent with the DHCS Telework Program and pursuant to an approved Telework Agreement.</p> |                                                                             |
| <b>Job Summary:</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                                                                             |

**Job Summary (cont):**

*The duties contained in this job description reflect general details as necessary to describe the principal functions of this job. It should not be considered an all-inclusive listing of work requirements. The incumbent of this position may perform other duties (commensurate with this classification) as assigned, including work in other functional areas to cover during absences, to equalize peak work periods or to otherwise balance the workload.*



| Description of Duties: |                     |
|------------------------|---------------------|
| % of Time              | Essential Functions |
|                        |                     |

| Description of Duties: |                     |
|------------------------|---------------------|
| % of Time              | Essential Functions |
|                        |                     |

[illegible]

**Supervision Received:** \_\_\_\_\_ by the (enter supervisor classification):

\_\_\_\_\_.

**Supervision Exercised: (check all that apply)**☐ Non-Supervisory Classification / None☐ Clerical Staff☐ Analytical Staff☐ Technical Staff☐ Professional Staff☐ Supervisory Staff☐ Managerial Staff**Special Requirements:**☐ Medical Evaluation /Clearance☐ Typing Certificate☐ Valid Driver's License☐ Background Check / Finger Printing Clearance☐ Valid Professional License (please specify): \_\_\_\_\_**Desirable Qualifications:****Working Conditions (Check all that apply):**

Prolonged Periods of:

☐ Standing ☐ Sitting ☐ Kneeling ☐ Bending

Travel May be Required:

☐ Occasional ☐ Over Night

Requires Lifting of Heavy Objects up to: \_\_\_\_\_

**Acknowledgements:****Human Resources Acknowledgement:** The Human Resources Division has reviewed and approved this duty statement.

Analyst Name:

Analyst Signature:

Date:

**Employee Acknowledgement:** I have discussed with my supervisor the duties of the position and have received a copy of this duty statement.

Employee Name:

Employee Signature:

Date:

**Supervisor Acknowledgement:** I certify this duty statement represents an accurate description of the essential functions of this position. I have discussed the duties of this position with the employee and provided the employee a copy of this duty statement.

Supervisor Name:

Supervisor Signature:

Date: