



Position Information

Employee Name:

Position Title:

OneAdmin Planning & Operations Professional

Program:

OneAdmin Planning & Operations

Work Unit:

Data Quality & Analytics

Classification:

Analyst II

Report To:

Supervisor I

Collective Bargaining Identifier (CBID):

R01

Fair Labor Standards Act (FLSA) Status:

Covered, Work Week Group 2

Special Requirements

Conflict of Interest Designation: Not applicable.

This position is designated under the State Fund Conflict of Interest Code. The position is responsible for making or participating in the making of governmental decisions that may have a material effect on personal financial interests. The selected candidate is required to complete the Statement of Economic Interest—Form 700 within 30 days of appointment and once per year thereafter.

Bilingual Position: Not applicable.

Rotational Assignment: Not applicable.

Program Information:

Analytics and Quality Services was established to ensure that we collect and transform State Fund employee and OneAdmin data into actionable insights for management and senior leadership. We work cross functionally to collect data for our clients and systems, including survey data, employee transaction information, OneAdmin budget and accruals, and processes. These results are analyzed and reported - to provide necessary information to make informed, data-driven decisions.

Purpose/Scope:

Under direction of the Supervisor I, the Analyst II independently performs the more responsible, varied, and complex technical analytical staff services assignments such as program evaluation and planning; policy analysis and formulation; systems development; budgeting, planning, management, and personnel analysis; and continually provide consultative services to management or others. Incumbents should be able to demonstrate the following:

1. Ability to analyze problems, evaluate alternatives and recommend effective solutions.
2. Keen analytic, organization and problem-solving skills which allow for strategic data interpretation versus simple reporting.

3. Ability to process information in a logical manner and to assess validity.
4. Ability to work effectively under pressure and meet strict deadlines while maintaining extreme attention to detail.
5. Ability to manage competing demands, and prioritize, while being adaptable and flexible.

This is the full journey level analyst class. Incumbents are typically subject-matter generalists who have demonstrated possession of intellectual abilities, the management tools, and the personal qualifications to succeed in a variety of general staff services settings.

Essential and Marginal Functions:

In all aspects of performing the following functions the incumbent will:

- Comply with the Code of Conduct
- Maintain regular and predictable attendance and communication availability during working hours
- Establish and maintain effective working relationships and provide quality customer service in a timely manner.
- Follow State Fund's Equal Employment Opportunity principles
- Maintain a safe work environment
- Defend State Fund against fraudulent activities
- Maintain good customer relationships with internal and external business partners and stakeholders
- Properly maintain assigned equipment

This duty statement outlines the primary responsibilities and expected outcomes of the position. It is not intended to provide an exhaustive list of all job duties. Employees may be required to perform additional tasks as assigned, including work in other functional areas.

Description of Duties

30% Essential

1. Research and provide analysis and information on more broad, management related, complex issues to facilitate planning and process assessments.

- a. Extract relevant data/information from Oracle HR, MyStateFundCareer (MSFC), Hyperion, AskAdmin, Five9, and other database or sources.
- b. Read and comprehend various technical documents such as policies, procedures, standards, regulations, technical reports, and contracts.
- c. Read and interpret charts and graphs and provide insights and trend information.
- d. Reconcile discrepancies in data and information.
- e. Identify, analyze & evaluate situations or problems to determine and recommend appropriate courses of action.
- f. Apply information through research and/or training to current assignments or projects.
- g. Analyze and evaluate the impact and effectiveness of programs, policies, and/or procedures.
- h. Conduct research, identify data definitions, perform analysis and visually display data for various dashboards, such as State Fund Travel metrics on recurring basis (monthly, quarterly, etc.).

25% Essential

2. Conduct quality evaluations for the departments within OneAdmin Programs. Ensure quality and consistency of client service inquiries.

- a. Regularly monitor and evaluate calls, program files, and CMS cases for quality and consistency.
- b. Perform necessary quality assurance checks on data reported to the department and by the department (peer review).
- c. Develop recommendations to improve individual and unit performance.

- d. Develop and maintain templates, tools, data sets, procedures and job aids; share these materials with peers and management.
- e. Collaborate with management to provide feedback, coach and support Professional staff as needed.

20% Essential

3. Conduct research of various written and electronic materials and present numerical data in a clear and logical format. Communicate information clearly and concisely to audiences with varying levels of understanding.

- a. Evaluate written materials.
- b. Develop procedures and processes related to programs.
- c. Review and edit written materials for proper content, format, grammar, punctuation, and sentence structure.
- d. Conduct research of various written and electronic materials and verbal/oral sources.
- e. Identify information, data, materials, and resources needed to complete a project or assignment.
- f. Conduct research and complete cost benefit analysis and return on investment (ROI) of systems options for administrative programs.

15% Marginal

4. Act as Project Lead/Coordinator on special projects and handle other responsibilities as assigned.

- a. Work independently on projects or assignments (i.e. assist in research, collection and data analysis for workforce models).
- b. Use database software to input, organize, track, and retrieve data.
- c. Use spreadsheet software to compile, compute, organize, and present tables, graphs, and charts.
- d. Work on multiple tasks or parts of tasks simultaneously to ensure timely completion.
- e. Coordinate and facilitate project meetings as assigned, handle meeting minutes, action items and follow-up.

10% Marginal

5. Assist as a project Lead/coordinator to analyze OneAdmin workflows (Fit Gap Analysis).

- a. Gather, compile, and provide analysis and interpretation of data regarding a process.
- b. Create compelling data visualizations of workflows for both current and proposed (future) states.
- c. Work on multiple tasks or parts of tasks simultaneously to ensure timely completion.
- d. Write documents (e.g., executive summaries, research reports, issue briefs) to disseminate an analysis to technical or non-technical audiences.
- e. Develop recommendations to improve Tier 1 and Tier 2 team member performance along with enhancements to existing processes.
- f. Coordinate and facilitate project meetings as assigned, handle meeting minutes, action items and follow-up.
- g. Provide resource on special ad-hoc assignments and projects as assigned.

100%

Required Knowledge Areas:

- Working knowledge of State Fund standard software applications.
- Proficient knowledge of State Fund auditing policies and procedures, and State Fund audit software.

- Proficient knowledge of the State Fund organization, Regional Office and Corporate functions, and business policies and procedures.

Required Skills and Abilities:

- Ability to research, analyze, and evaluate information to make and support decisions.
- Ability to analyze issues, interpret and apply laws/regulations and policies and procedures to proactively make and support decisions.
- Ability to influence others and negotiate agreements and consensus among project partners, work peers, and other stakeholders.
- Ability to achieve results according to objectives.
- Ability to manage multiple projects and tasks.
- Ability to handle high pressure situations while being firm but tactful.
- Ability to coordinate, facilitate, and make presentations.
- Ability to communicate professionally and effectively, verbally and in writing, (including the ability to negotiate credibly and persuasively) with a variety of “stakeholders”.
- Ability to effectively work with and relate with other people.
- Ability to work independently and as a team with co-workers and management to address and resolve issues.
- Ability to resolve sensitive issues and problems.
- Ability to write professional and accurate reports and other communications suitable for distribution to internal and external customers.

Work Environment:

Physical Requirements:

- Computer data entry, frequent positioning of self to move and transport light objects, and telephone work; mobility to various working areas.
- Incumbent works in the usual office environment.

Travel:

- Travel to various work sites and locations for training and/or meetings.
- Travel may be required.

Emergency call backs:

- Not applicable.

Work Hours:

- Work hours may vary.
- Choose an item.

Supervisor’s Statement: I have discussed the duties of the position with the employee

Supervisor Name (Print):	Supervisor Signature:	Date:

Employee’s Statement: I have discussed with my supervisor the duties of the position and have received a copy

Employee Name (Print):	Employee Signature:	Date: