Department of Consumer Affairs
Position Duty Statement
HR-041 (New 2/2024)

Classification Title	**Board/Bureau/Division**
Analyst II	Board of Pharmacy
Working Title	**Section**
Licensing Application Review Analyst	Licensing Unit/Sacramento
Position Number	**Effective Date**
632-110-5393-811	

Under the direction of the Supervisor I, the Analyst II works autonomously within the Board of Pharmacy (Board) Licensing Unit A to perform the most complex analytical duties. The Analyst II must effectively manager and prioritize the workload of conducting background investigation review of site applications, including but not limited to, resident and nonresident of all pharmacy, wholesaler, third-party logistics providers, outsourcing facilities, clinics, and hypodermic needle and syringe are processed accurately and timely within the licensing processing standards. The Analyst II serves as the resource analyst, subject matter expert, and performs complex analytical duties to ensure effective operation of the Board's site licensing applications.

The Analyst II utilizes the Consumer Affairs System (CAS), the Applicant Tracking System (ATS), Microsoft Office, Microsoft Teams, and SharePoint in the daily performance of their duties and may use a variety of office machines and software programs in the normal course of their duties. Duties include but are not limited to, the following:

A. SPECIFIC ASSIGNMENTS [Essential (E) / Marginal (M) Functions]

80% Site Application Background Investigation (E)
Independently research, investigate, track, monitor and prioritize workload related to evaluating and conducting a background investigation by researching the proposed and/or current ownership structures for site applications, including but not limited to, complex business documents to identify possible hidden ownership, failure to disclose owners on application, or ownership prohibition related to Board imposed discipline. Research the Board's enforcement and license database in CAS to identify current and prior investigations and/or disciplinary action on owners and licenses related to the ownership of the applicant. Investigate and assess financial documents and individuals asserting management and control over the entity for possible fraud. Investigates applicants' licensing history with the Board (previous and current association to Board-licensed facilities), out of state discipline, enforcement history with the Board (internal complaint history, formal disciplinary action). Independently determines whether denial of an application is warranted where fraud, deceit, ineligibility, prior convictions, false or misleading statements or other reasons indicate grounds for denial based on statutory authority. Prepares recommendation for denial reports for the Supervisor I review and approval. (40%)

Serve as a subject matter expert in the Licensing Unit, Board inspectors, attorney general, executive management, and Board's legal counsel in identifying critical areas of concern, as they relate to the investigation approval process for

determination of licensure. Coordinates site inspections with the Board's supervising inspectors to investigate possible hidden ownership and compliance with pharmacy law related to prohibited ownership, prescriber ownership and pharmacy operations. (20%)

Presents oral briefings to management and provides recommendations for possible license discipline. Interpret and clarify laws regulating the practice of pharmacy. Provide interpretation and maintain a working knowledge of various laws, rules, and regulations including but not limited to Business and Professions Code, California Code of Regulations, Government Code, Administrative Procedure Act, Health and Safety Code and Information Practices Act. (10%)

Respond to telephone and email inquiries from applicants, licensees, schools, attorneys and the general public. Provide direction and information regarding pharmacy law and the Board's policies, procedures, and programs. (10%)

10% Training/Special Projects (E)

- Develop and provide technical and program specific training to analytical staff related to the site application investigation review. Ensure development, mentoring, and training of Board staff through objective evaluation, timely and consistent feedback, and recognition.
- Participates in the development, update, and implementation of procedures.

10% Statistical Reports, Backup and Other Licensing Duties (E)

- Compiles weekly, monthly, quarterly, and annual workload statistics to the Supervisor I to ensure Board strategic objectives and licensing performance measures are being met.
- Provides information on the Board's licensing process and timeframes.
- Assist in compiling and providing complex statistical data for preparation of specialized reports required by the Legislature, the department or Board.
- Ensures procedure manual is updated to reflect current business processes.
- Provide backup support to the other Analyst IIs in the Licensing Unit, including, but not limited to the review of any other type of facility application.
- Assist with coordinating and overseeing the records retention schedule for Board licensing records (e.g., reviewing, processing, and staff resources, etc.) to identify Board records scheduled for storage or destruction.
- Provide backup support to the front counter and filing of Board application and licensing documents.

B. Supervision Received

The Analyst II reports directly to and receives the majority of assignments from the Supervisor I. However, direction and assignments may also come from the Licensing Supervisor II, Chief of Licensing, Executive Officer (EO), and the Deputy Executive Officer (DEO).

C. Supervision Exercised

None

D. Administrative Responsibility
None

E. Personal Contacts
The Analyst II has daily contact with licensees, applicants, and attorneys representing applicants discussing routine and complex application status requests, licensing requirement questions and mandatory notifications to the Board. The Analyst II has daily contact with the Licensing Supervisor Is, Licensing Supervisor II and other Analysts I and II in the Licensing Unit. The Analyst II has regular frequent contact with the Board Inspectors, and the Board's deputy attorney general liaisons with the Office of the Attorney General. The Analyst II has occasional contact with the Board Inspectors, Enforcement Supervisor I and/or Supervisor II, the Analyst II regarding the status of applications forwarded to the Enforcement Unit for action based on responses to questions on the application, with other state agencies, legislative representatives, licensee associations, attorneys, licensees, and law enforcement and court representatives regarding complex pharmacy practice or enforcement inquiries. The Analyst II must exercise tact and discretion in discussing confidential and sensitive matters that may be discussed with licensees and applicants.

F. Actions and Consequences
Failure to provide accurate information to applicants and licensees could result in delayed processing time for applications. Failure to properly analyze and investigate site applications could result in the issuance of licenses to an entity that does not meet the licensure requirements in California which could harm the public. Failure to investigate and research the location of where dangerous drugs and/or devices are being transferred and the storage of patient records in compliance with Pharmacy Law could result in harm to the consumer. Failure to properly analyze financial and ownership information could result in the issuance of a license to a "hidden" owner, which, if undetected, leads to unlawful practice including drug diversion, bid contract diversion and potentially the selling of counterfeit products in a pharmacy. Should a license be issued in error, the only way to retrieve the license is by revocation through the administrative hearing process. The Board would incur additional administrative costs in revoking the license through the administrative hearing process for licenses issued to sites not meeting license requirements. Denial of applications for site licenses meeting licensure requirements results in the potential interruption of the drug supply if qualified businesses are not able to provide care to the public.

If the Analyst II does not manage workload properly, applications are not analyzed in accordance with pharmacy law and the strategic goals outlined by the Board; interruption in the drug supply may occur. Failure to complete enforcement verification or improperly understand the status of an enforcement case could result in the issuance of business permits to owners currently being investigated or disciplined by the Board. The Board would then have to incur additional administrative costs to revoke the license issued in error.

Failure to respond to calls and emails would result in significant complaints to executive staff, the department, the legislature as well as the governor's office.

Improper promulgation of regulations would impact the pharmacy industry that could lead to public harm. Failure to update application, licensing, and registration information in CAS or ATS could result in statistical errors in specialized reports to the Legislature, department or Board.

G. Functional Requirements

The incumbent works 40 hours per week in an office setting, with artificial light and temperature control. The ability to use a personal computer and telephone is essential. The incumbent may spend 75% to 85% of the working day using a personal computer. The position requires bending and stooping to retrieve files, walking and occasional light lifting, up to 10-25 pounds (for assistance with records retention).

H. Other Information

The incumbent must possess good oral communication and presentation skills, and good writing and research skills. The Analyst II must use good judgment in decision-making, exercise creativity and flexibility in problem identification and resolution, manage time and resources effectively, work cooperatively with others as a member of a team, be responsive to management needs, and represent the Board in a professional manner. The Analyst II must also maintain a working knowledge of the Board's and the department's various policies concerning the development and approval of publications, articles and forms. The Analyst II must also have a working knowledge of the Business and Professional Code and the California Code of Regulations.

This position requires the incumbent maintain consistent and regular attendance; communicate effectively (orally and in writing if both appropriate) in dealing with the public and/or other employees; develop and maintain knowledge and skill related to specific tasks, methodologies, materials, tools, and equipment; complete assignments in a timely and efficient manner; and, adherence to the Board's Workplace Guidelines as well as departmental policies and procedures regarding attendance, leave, and conduct.

In all job functions, employees are responsible for creating an inclusive, safe, and secure work environment that values diverse cultures, perspectives, and experiences and is free from discrimination. Employees are expected to provide all members of the public with equitable services and treatment, collaborate with underserved communities and tribal governments, and work toward improving outcomes for all Californians.

Criminal Offender Record Information (CORI)

Title 11, section 703 (d) of the California Code of Regulations requires criminal record checks of all personnel who have access to Criminal Offender Record Information (CORI). Pursuant to this requirement, applicants for this position will be required to submit fingerprints to the Department of Justice and be cleared before hiring. In accordance with DCA's (CORI) procedures, clearance shall be maintained while employed in a CORI-designated position. Additionally, the incumbent routinely works with sensitive and confidential issues and/or materials and is expected to maintain

the privacy and confidentiality of documents and topics pertaining to individuals or to sensitive program matters at all times.

Conflict of Interest
This position is subject to Title 16, section 3830 of the California Code of Regulations, the Department of Consumer Affairs' Conflict of Interest Regulations. The incumbent is required to submit a Statement of Economic Interests (Form 700) within 30 days of assuming office, annually by April 1, and within 30 days of leaving office.

I have read and understand the duties listed above and I can perform these duties with or without reasonable accommodation. (If you believe reasonable accommodation is necessary, discuss your concerns with the hiring supervisor. If unsure of a need for reasonable accommodation, inform the hiring supervisor, who will discuss your concerns with the Health & Safety analyst.)

_____
Employee Signature Date

_____
Printed Name

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

_____
Supervisor Signature Date

_____
Printed Name

New: August 2026