

Department of Consumer Affairs

Position Duty

Statement HR-041

(new 7/2015)

Classification Title	Board/Bureau/Division
Analyst I	Board of Pharmacy
Working Title	Office/Unit/Section / Geographic Location
Licensing Analyst	Licensing Unit A / Sacramento
Position Number	Name and Effective Date
632-110-5157-827	

General Statement: Under the supervision of the Supervisor I (Sup I), the Analyst I works within the Board of Pharmacy (Board) Licensing Unit A to perform a variety of analytical duties and responsibilities that are essential to the effective operation of the unit. The Analyst I must effectively manage the workload to ensure all pharmacy application types, including the full review of temporary applications once issued a temporary license, are processed accurately and timely within the Board's standard processing times. The Analyst I performs complex analytical duties and assures applicants meet minimum required standards are met prior to issuance of the site license.

The Analyst I utilizes the Consumer Affairs System (CAS), the Applicant Tracking System (ATS), the DCA's Quality Business Interactive Reporting Tool (QBIRT) and Microsoft Office. The position may require the use of various office machines and software programs. Duties include but are not limited to, the following:

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

60% Analyze and Process Complex Business License Applications (E)

Research, investigate, track, analyze, and prioritize workload of all applications and documentation submitted for each pharmacy business license application within the standard processing times established by the board. Analyze intricate corporate structures filed with the Secretary of State, complicated financial documents detailing ownership, and self-reported corporate structures to ensure accuracy across multiple source documents. Scrutinize documents to identify possible hidden ownership, failure to disclose owners on application due to restrictions resulting from administrative actions, or ownership prohibited in statute (e.g. prescriber ownership of pharmacy, etc.). Evaluate submitted documentation for authenticity, accuracy, and compliance to ensure applicant is accurately reporting ownership and ownership is consistent with all laws, rules, and regulations. Analyze and assess supporting financial documents for applications with current and proposed ownership structure. Ensure that regulatory requirements are met for licensees submitting applications and approves ownership in accordance with Board rules and regulations. Identify if the ownership structure is multi-tiered and if so, forward the application to the manager specialist in the licensing unit. (40%)

Prepares complex correspondence outlining deficiencies of applications and prepares status letters as well as responds to complex inquiries requiring special consideration. Handles

sensitive matters and the most complex correspondence regarding license requirements, policies and procedures. Research laws and regulations, licensing materials, prior correspondence, Board policies and procedures to prepare and provide appropriate responses. Performs final assessment and approval for meeting licensing requirements and forwards to resource analyst for issuance of license. (15%)

Summarizes and documents substantiated unlicensed activity for referral to the Enforcement Unit and appropriate Board staff. Identifies whether denial of an application should be investigated where fraud, deceit, ineligibility, prior convictions, false or misleading statements or other reasons indicate grounds for denial based on statutory authority. (5%)

30% Deficiency Mail Processing and Quarterly Review Pending Applications (E)

Processes incoming mail for the respective site applications and licenses. Matches incoming mail with corresponding pending application files. Performs final assessment and approval for meeting licensing requirements and forwards to associate governmental program analyst (AGPA) for issuance of license.

Assures deficient and abandoned files are managed according to board timelines and strategic plan objectives. Performs follow-ups on deficient applications, correspond with applicant on deficiency items, and determines whether pending applicants are appropriate to be deemed “abandoned” as provided by regulatory requirement and may be withdrawn as incomplete.

Provides information on the board’s licensing process and timeframes. Responds to voicemail and email inquiries on status of applications and or renewals.

5% Statistical Reports and Case Management (E)

Provides weekly and monthly workload statistics to SSMI and Lead Licensing Analyst to ensure board strategic objectives are being met. Determines whether applicants are operating without the benefit of licensure (e.g. change of ownership structure, change of location, change of pharmacist in charge), and that they are notified of the withdrawal of their application. Summarize and document substantiated unlicensed activity for referral to the Enforcement Unit and appropriate board staff. Assist in compiling and providing complex statistical data for preparation of specialized reports required by the Legislature, the department or board.

5% Backup to Other Licensing Duties (E)

Provide backup support to the other analyst in the licensing unit. Maintain a working knowledge of various laws, rules, and regulations specific to licensing including but not limited to Business and Professions Code, California Code of Regulations, Government Code, Administrative Procedure Act, and Health and Safety Code. Coordinates and oversees the records retention schedule for Board licensing records (e.g. reviewing, processing, and staff resources) to identify Board records scheduled for storage or destruction.

B. Supervision Received

The Analyst I reports directly to and receives the majority of assignments from the Licensing Manager A (Supervisor I); however, direction and assignments may also come from the Sup I in Licensing B or C, 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 I has daily contact with applicants regarding routine and complex licensing issues about pending and potential applications. The Analyst I has frequent contact with attorneys on behalf of their pharmacy clients regarding complex potential change of ownerships, application inquiries and bankruptcy procedures. The Analyst I has frequent contact with the Sup I and occasional contact with the Supervisor II, Chief of Licensing, DEO and EO regarding complex cases requiring management approval for special consideration. The SSA has frequent contact with Drug Enforcement Administration (DEA) representatives regarding routine license verification and response to inquiries. The Analyst I has occasional contact with Board of Pharmacy Supervising Inspectors and Pharmacy Inspectors, answering routine and complex procedures for pharmacists to come into compliance when the pharmacies are found out of compliance in the field on routine inspections. The Analyst I has contact with the enforcement analyst regarding complex enforcement cases open on pending applications. The Analyst I has occasional contact with Medi-Cal representatives regarding complex verification of pharmacy ownership between Medi-Cal and Board of Pharmacy records. The Analyst I works with the Department of Consumer Affairs' legal counsel when necessary.

F. Actions and Consequences

Failure to provide accurate information to applicants could result in delayed processing time for applications. Failure to properly analyze and review applications along with the supporting and financial business documents could result in public harm if individuals/businesses are issued licenses who do not meet the requirements as specified in law. Should a license be issued in error, the only way to retrieve the license is by revocation through the administrative hearing process which would result in the Board incurring additional administrative costs in revoking the license.

Inadvertent denial of applications for licenses meeting licensure requirements can result in less options of pharmacy care available to the public especially in remote and rural areas of California where access to pharmacies is limited. Failure to report statistics to the Board correctly may result in unnecessary or improper changing of procedures for the Board's business-licensing program. Failure to complete enforcement verification or misinterpret the status of an enforcement case could result in the issuance of site license to owners currently being disciplined by the Board and could place the public at risk. The Board would then have to incur additional administrative costs to revoke the license issued incorrectly. Failure to manage workload properly and analyze applications and issue licenses in accordance with the laws and regulations and strategic goals outline by the Board, may result in an interruption in the drug supply as well as causing delays with

the facility obtaining licensure to conduct business in California. Included in managing the workload is abandoning and withdrawing applications as outlined in pharmacy law.

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 correctly enter application, licensing, and registration information in CAS or ATS could result in statistical errors in specialized reports to the Legislature, department or Board. Failure to report statistics to the Board correctly may result in unnecessary or improper changing of procedures for the Board's business-licensing program.

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%-85% of the working day using a personal computer. The position requires bending and stooping to retrieve files; walking, sometimes outdoors in inclement weather; and occasional light lifting, up to 10-25 pounds.

H. Other Information

The incumbent must possess good oral communication and presentation skills, and good writing and research skills. The Analyst I 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, and be responsive to management needs and represent the Board in a professional manner. The Analyst I 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 I must also have a working know 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 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 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

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

I have read and understand the duties listed above and I can perform these duties with or without reasonable accommodation. (If you believe a 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: 12/2023

Revised: 8/2026