

State of California - Department of Social Services

DUTY STATEMENT

EMPLOYEE NAME:

CLASSIFICATION:

Analyst II

POSITION NUMBER:

800-653-5393-910

DIVISION/BRANCH/REGION: *(UNDERLINE ALL THAT APPLY)*

Research, Automation & Data/Enterprise Data Mgmt.

BUREAU/SECTION/UNIT: *(UNDERLINE ALL THAT APPLY)*

Automation & Innovation/Electronic Benefit Transfer/Policy

SUPERVISOR'S NAME:

Jennifer Senechal

SUPERVISOR'S CLASS:

Supervisor I

SPECIAL REQUIREMENTS OF POSITION *(CHECK ALL THAT APPLY)*:

- ☐ Designated under Conflict of Interest Code.
- ☐ Duties require participation in the DMV Pull Notice Program.
- ☐ Requires repetitive movement of heavy objects.
- ☐ Performs other duties requiring high physical demand. *(Explain below)*
- ☒ None
- ☐ Other *(Explain below)*

I certify that this duty statement represents an accurate description of the essential functions of this position.

I have read this duty statement and agree that it represents the duties I am assigned.

SUPERVISOR'S SIGNATURE

DATE

EMPLOYEE'S SIGNATURE

DATE

SUPERVISION EXERCISED *(Check one)*:

- ☒ None ☐ Supervisor ☐ Lead Person ☐ Team Leader

FOR SUPERVISORY POSITIONS ONLY: Indicate the number of positions by classification that this position DIRECTLY supervises.

N/A

Total number of positions for which this position is responsible:

FOR LEADPERSONS OR TEAM LEADERS ONLY: Indicate the number of positions by classification that this position LEADS.

N/A

MISSION OF ORGANIZATIONAL UNIT:

The mission of the California Department of Social Services is to serve, protect, and support the people of California experiencing need, in ways that empower wellbeing and reverse systemic inequities.

The Research, Automation, and Data Division's (RADD) mission is to improve the way the Department collects, manages, and deploys data to support the efficient, effective, and equitable delivery of government social services. RADD manages major statewide initiatives to streamline and automate eligibility determination and benefit administration for key safety net programs, and leads efforts such as human-centered design, data governance, automation and continuous quality improvement, data visualization and analysis, and research partnerships to improve client outcomes and promote program integrity. Across these efforts, RADD provides coaching to the Department on all aspects of the data lifecycle.

CONCEPT OF POSITION:

Under the direction of the Supervisor I in the EBT Policy Unit, the Analyst II is responsible for all activities required to prepare, conduct and evaluate hybrid management evaluation reviews to monitor and improve the County Welfare Departments (CWDs) administration and operation of the EBT program. The analyst is also responsible for a variety of complex activities associated with EBT policy development, implementation, and interpretation, including legislative analysis, alignment with current and proposed food and cash benefit programs, and the maintenance and operations (M&O) support related to state-provided EBT equipment and cardholder training publications.

A. RESPONSIBILITIES OF POSITION:

This position is the Department's fully journeyman level. The analyst demonstrates the ability to work independently, in group settings, and maintains effective and ongoing communication with management. The analyst may be required to act in a lead capacity.

40% EBT Management Evaluations (ME)

- Lead oversight activities related to EBT operations at the county level, including planning, documentation, meeting and travel coordination, monitoring compliance with federal and state requirements, and resolution of findings and observations.
- Coordinate/facilitate meetings and work groups to support EBT MEs.
- Provide technical assistance to CWDs on EBT processes, error reduction strategies, and corrective action planning.
- Analyze operational data and trends to identify systemic issues and recommend improvements.
- Coordinate with the USDA Food and Nutrition Service (FNS) on federal on-site reviews, including CDSS, OTSI, other state agencies, county welfare departments, and other EBT stakeholders as necessary.

35% Policy and Regulatory Support

- Analyze and interpret federal and state regulations impacting EBT operations and eligibility programs.
- Draft and review county letters, policy memos, and guidance documents.
- Provide technical support to CWDs or other entities interpreting current guidance, verbally and/or in writing.
- Prepare bill analysis for legislation affecting EBT in California and work with fiscal organizations to budget impact of these changes appropriately.
- Develop budget change proposals, budget premise documents and recommendations for legislative concepts and proposals.
- Engage with stakeholders such as community-based organizations, advocacy groups, and other governmental agencies to gather input and ensure policy clarity.

10% EBT Consulting to Benefit Program Partners

- Serve as a subject matter expert on EBT functionality and integration for food and cash benefit programs, such as SUN Bucks, Disaster CalFresh, and the California Food Assistance Program (CFAP).
- Provide consultation and technical guidance to partners on EBT implementation, system capabilities, and operational considerations.
- Participate in planning and readiness activities for new or emergency benefit programs that utilize EBT.

10% EBT Equipment and Cardholder Training Materials M&O

- Provide M&O support for state-provided EBT equipment used by County Welfare Departments (CWDs), farmers' markets, and other authorized retailers.
- Coordinate with OTSI and FIS to ensure timely approval, deployment, repair, and replacement of EBT equipment.
- Coordinate with CDSS Forms Management Unit and Office of State Printing in overseeing the maintenance and distribution of EBT cardholder training materials, ensuring accessibility, accuracy, and compliance with state and federal standards.

5% Perform other duties as assigned.

B. SUPERVISION RECEIVED:

Receives general direction from the Supervisor I. Progress and status reports are made frequently and final product is reviewed for completeness and consistency. The analyst may be required to perform in a lead capacity.

C. ADMINISTRATIVE RESPONSIBILITY:

None

D. PERSONAL CONTACTS:

The Analyst I will have frequent contacts with Departmental, legal, program, fiscal, and administrative support staff, county staff, federal oversight partners, advocates, and other external stakeholders.

E. ACTIONS AND CONSEQUENCES:

Independent judgment is exercised in contact with persons in and out of CDSS. The analyst must use judgment and consideration in scheduling visits, travel, etc.. Failure to carry out program objectives by the analyst results in inefficient operations, a waste of limited government funds, and missed opportunities to improve business processes.

F. OTHER INFORMATION:

The analyst should ideally have effective communication skills and work well under pressure. Knowledge of the Department's programs is highly desirable. Other desirable qualifications include strong personal computer skills, analytical, interpersonal, and communication skills, ability to work with multiple deadlines, effectively coordinate outreach with multiple departments, coordinate multiple tasks proficiently, attention to detail, effective time management and project management skills.

The position requires the ability and willingness to travel. Travel requirements in support of on-site reviews may be extensive in nature (multiple days) and overnight. It is a requirement that the incumbent possess a valid California driver's license and be able to drive an automobile, or have the ability to travel to CWD sites. Travel by other modes of transportation may be required, requiring possession of Transportation Security Administration (TSA) approved travel documentation.