

POSITION STATEMENT

1. POSITION INFORMATION	
CIVIL SERVICE CLASSIFICATION: Analyst II	WORKING TITLE: Workforce Operations Lead Analyst
NAME OF INCUMBENT:	POSITION NUMBER: 280-355-5393-709
SECTION/UNIT: Virtual Contact Center and Workforce Operations Section/Workforce Operations Unit North	SUPERVISOR'S NAME: Heather Veto
DIVISION: Unemployment Insurance (UI) Command Center	SUPERVISOR'S CLASSIFICATION: Supervisor I
BRANCH: Unemployment Insurance Branch (UIB)	REVISION DATE: 2/25/2026
Duties Based on: ☒ Full Time ☐ Part Time – Fraction _____ ☐ Temporary – _____ hours	
2. REQUIREMENTS OF POSITION	
Check all that apply: ☐ Conflict of Interest Filing (Form 700) Required ☒ May be Required to Work in Multiple Locations ☐ Requires DMV Pull Notice ☒ Travel May be Required ☐ Call Center/Counter Environment ☒ Requires Fingerprinting & Background Check ☐ Bilingual Fluency (<i>specify below in Description</i>) ☐ Other (<i>specify below in Description</i>)	
Description of Position Requirements (<i>e.g., qualified Veteran, Class C driver's license, bilingual, frequent travel, graveyard/swing shift, etc.</i>): Frequent travel to the closest EDD UI Field Office or Sacramento Central Office for equipment exchange or as needed.	
3. DUTIES AND RESPONSIBILITIES OF POSITION	
Summary Statement (Briefly describe the position's organizational setting and major functions): Under the general direction of the Supervisor I, the Analyst II independently performs complex and sensitive tasks to plan, organize, and complete workload-related activities for the Workforce Management (WFM) and Virtual Contact Center (VCC) systems and real-time adherence activities for the UIB. The incumbent performs the more difficult and complex analytical and technical analyses for the UI Command Center Division (UICCD) pertaining to the UIB's workforce operations initiatives, including, but not limited to, the following: - Evaluating employee allocations and resources needed to complete forecasted workload volumes; - Assessing employee allocations to achieve Service Level Agreements (SLAs) and completion of UI workload inventories based on claim processing time frames; - Evaluating, administering, and monitoring the WFM and VCC; - Participating in department-wide and UI Branch work groups; - Reviewing and developing presentations and reports; - Communicating with varying degrees of leadership; - Providing training to field offices on workload-related activities and issues;	

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- Acts as a lead liaison to support and facilitate inter-office, division, or branch-wide coordination efforts for workforce operation activities

The incumbent works closely with employees and leadership from the UICCD, UI Northern Operations Division (UINOD), UI Southern Operations Division (UISOD), UI Integrity and Accounting Division (UIIAD), and UI Support Division (UISD) for the administrative, evaluation, and monitoring functions of the WFM and VCC (e.g., schedule change requests, maintenance of employee skills, etc.); and performs real-time adherence functions for the UIB. The incumbent ensures requests are processed in a timely manner; forecasted schedules align with actual daily schedules to achieve projected workload forecasts. The incumbent must have the ability to work in a fast-paced environment and possess strong communication skills (written and verbal), as they will be responsible for providing time-sensitive information to stakeholders across the UI Branch and the implementation of workload and program-related initiatives. As a lead analyst, the incumbent maintains knowledge of the business environment, systems, and external factors/trends related to employee allocations, resource planning, and workload needs. The incumbent performs lead research and analysis, acts as a Subject Matter Expert (SME), and participates in and facilitates branch-wide work groups and projects.

Percentage of Duties	Essential Functions
40%	The incumbent will perform duties associated with the following: • Performs the most complex and varied administrative and managerial functions of the WFM and VCC by ensuring requests are processed in a timely manner, skills are correctly aligned, etc. • Provide subject matter expertise to key stakeholders regarding the usage of the WFM and VCC. • Ensures projected workload forecasts are achieved based on available employees and resources; advises team members of potential risks or issues. • Utilizes effective communication to convey time-sensitive information and directives. • Works directly with team members and members of leadership to ensure employees and resources are appropriately allocated to optimize workload inventories.
35%	• Independently conducts real-time adherence of employees; facilitates meetings and workgroup discussions; and communicates directly with members of leadership based upon identified trends and issues. • Provide timely updates to the Workforce Operations Manager and team members by evaluating performance and overall progress in achieving administrative goals and objectives for real-time adherence. • Coordinates activities with other divisions to communicate a uniform application of WFM and VCC. • Develop daily, weekly, monthly, and ad-hoc reports.
20%	• Employs business process re-engineering methodologies in order to streamline efficiencies in the workflow process. • Leads and facilitates project-related activities and work groups. • Act as lead on coordinated projects and implement new procedures and tools.

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	Facilitates meetings with UIB representatives and project teams. Provides lead consultation and impact analysis relative to UI systems, processes, and policies.
Percentage of Duties	Marginal Functions
5%	Performs other duties as assigned.

4. WORK ENVIRONMENT *(Choose all that apply)*

Standing: Occasionally - activity occurs < 33%	Sitting: Frequently - activity occurs 33% to 66%
Walking: Occasionally - activity occurs < 33%	Temperature: Temperature Controlled Office Environment
Lighting: Artificial Lighting	Pushing/Pulling: Occasionally - activity occurs < 33%
Lifting: Occasionally - activity occurs < 33%	Bending/Stooping: Occasionally - activity occurs < 33%
Other: <i>Click here to enter text.</i>	

Type of environment:

☐ High Rise ☒ Cubicle ☐ Warehouse ☐ Outdoors ☐ Other:

Interaction with customers:

☐ Required to work in the lobby ☐ Required to work at a public counter
☐ Required to assist customers on the phone ☐ Required to assist customers in person
☐ Other:

5. SUPERVISION

N/A

6. SIGNATURES

Employee's Statement:

I have reviewed and discussed the duties and responsibilities of this position with my supervisor and have received a copy of the Position Statement.

Employee's Name:

Employee's Signature:

Date:

Supervisor's Statement:

I have reviewed the duties and responsibilities of this position and have provided a copy of the Position Statement to the employee.

Supervisor's Name:

Supervisor's Signature:

Date:

7. HRSD USE ONLY

**Personnel Management
Group (PMG) Approval**

☒ Duties meet class specifications and allocation guidelines.	PMG Analyst initials	Date approved
☐ Exceptional allocation, 625 on file.	NW	3/13/2026

Reasonable Accommodation Unit use ONLY *(completed after appointment, if needed)*

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If a Reasonable Accommodation is necessary, please complete a Request for Reasonable Accommodation (DE 8421) form and submit to Human Resource Services Division (HRSD), Reasonable Accommodation Coordinator.

List any Reasonable Accommodations made:

Click here to enter text.

Supervisor: After signatures are obtained, make 2 copies:

- Send a copy to HRSD (via your Attendance Clerk) to file in the employee's Official Personnel File (OPF)
- Provide a copy to the employee
- File original in the supervisor's drop file

POSITION STATEMENT

1. POSITION INFORMATION	
CIVIL SERVICE CLASSIFICATION: Analyst I	WORKING TITLE: Workforce Operations Analyst
NAME OF INCUMBENT:	POSITION NUMBER: 280-355-5157-709
SECTION/UNIT: Virtual Contact Center and Workforce Operations/Workforce Operations Unit	SUPERVISOR'S NAME: Heather Veto
DIVISION: Unemployment Insurance (UI) Command Center	SUPERVISOR'S CLASSIFICATION: Supervisor I
BRANCH: Unemployment Insurance Branch (UIB)	REVISION DATE: 2/1/2021
Duties Based on: ☒ Full Time ☐ Part Time – Fraction _____ ☐ Temporary – _____ hours	
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Description of Position Requirements (<i>e.g., qualified Veteran, Class C driver's license, bilingual, frequent travel, graveyard/swing shift, etc.</i>): Frequent travel to the closest EDD UI Field Office or Sacramento Central Office for equipment exchange or as needed.	
3. DUTIES AND RESPONSIBILITIES OF POSITION	
Summary Statement (Briefly describe the position's organizational setting and major functions): Under the supervision of the Supervisor I, the Analyst I works collaboratively with a team and performs less difficult and routine tasks to plan, organize, and complete workload-related activities for the Workforce Management (WFM) and Virtual Contact Center (VCC) systems and real-time adherence activities for the UIB. The incumbent performs the routine analytical and technical analyses for the UI Command Center Division (UICCD) pertaining to the UI Branch's workforce operation initiatives, including, but not limited to, the following: - Evaluating employee allocations and resources needed to complete forecasted workload volumes; - Assessing employee allocations to achieve Service Level Agreements (SLAs) and completion of UI workload inventories based on claim processing time frames; - Evaluating, administering, and monitoring the WFM and VCC; - Participating in department-wide and UI Branch work groups; - Reviewing and developing presentations and reports; - Communicates with varying degrees of leadership; - Provides training to field offices on workload-related activities and issues;	

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5. SUPERVISION		
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6. SIGNATURES		
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Employee's Name:		
Employee's Signature:		Date:
Supervisor's Statement:		
I have reviewed the duties and responsibilities of this position and have provided a copy of the Position Statement to the employee.		
Supervisor's Name:		
Supervisor's Signature:		Date:
7. HRSD USE ONLY		
Personnel Management Group (PMG) Approval		
☒ Duties meet class specification and allocation guidelines. ☐ Exceptional allocation, 625 on file.	PMG Analyst initials	Date approved
	AEL	3/5/2021
Reasonable Accommodation Unit use ONLY <i>(completed after appointment, if needed)</i>		
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