

Department of Consumer Affairs

Position Duty Statement

HR-041 (new 07/15)

Classification Title Analyst II	Board/Bureau/Division Communications Division
Working Title Administrative Support Analyst	Office/Unit/Section/Geographic Location Office of Public Affairs / Sacramento
Position Number 605-100-5393-800	Name and Effective Date

General Statement: Under the direction of the Information Officer II (IO II), the Analyst II is responsible for independently leading the more varied and complex administrative projects and assignments for the Office of Public Affairs (OPA) and other units and managers within Communications Division. The duties include, but are not limited to, the following:

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

35% (E) Accounting, Budgeting, and Procurement

- Coordinates all purchasing and procurement activities for OPA, with support as needed to Publications, Design and Editing (PDE) and Digital Print Services (DPS). Researches, compares and determines potential vendors, sends requests for bid, then analyzes collected bids for material and equipment purchases to determine successful bidder. Ensures that bid offers are equitable and meet all Business Services Office (BSO) and/or Office of Information Services (OIS)-mandated requirements before forwarding acquisition packages for approval. Applies state procurement rules, prepares acquisition requests, makes Cal-Card purchases, and prepares monthly Cal-Card reconciliation report. Monitors and tracks all online subscriptions and service contracts by analyzing usage and need; monitors renewal periods and prepares acquisition requests to timely renew subscriptions. Tracks inventory and ensures proper distribution of assets.
- Serves as the primary staff responsible for developing and preparing OPA contracts, including analyzing business needs, developing solicitation materials, managing competitive bidding and vendor selection, and preparing complete contract packages for submission to the Business Services Office (BSO).
- Ensures all contract and purchase requests comply with Department of Consumer Affairs (DCA) and Department of General Services (DGS) requirements, reconciles contract expenditures, and resolves the more complex discrepancies.
- Tracks and monitors position and expenditure activities for OPA to ensure appropriate spending levels. Maintains systems for monitoring, reconciling, and reporting OPA expenditures, and prepares spending plans and trend reports. Reviews monthly budget reports, expenditures and encumbrance adjustments to ensure compliance with the Budget Office and the Accounting Office. Prepares budget documents and statistical reports.

35% (E) Project Analysis, Development, and Coordination

- Independently analyzes complex program data and information management needs and develops, implements, and maintains organized and user-friendly tracking systems to support program operations and management decision-making. Evaluates data across multiple tracking systems to identify trends, discrepancies, deficiencies, and issues. Determines appropriate corrective actions and develops recommendations to improve data accuracy, consistency, and operational effectiveness. Presents analytical findings and recommendations to staff and management for consideration and appropriate action.
- Analyzes and administers OPA's asset tracking activities to ensure compliance with DCA and statewide policies and requirements. Evaluates asset records and supporting documentation to identify discrepancies, determine appropriate corrective actions, and ensure the accuracy and integrity of inventory records. Researches and resolves complex asset accountability issues and coordinates OPA's responses to audits, including analyzing audit findings, gathering supporting documentation and recommending corrective measures to address identified deficiencies.
- Act as OPA's Business Continuity Plan (Plan) Coordinator and independently evaluates business operations, critical functions, risks, and recovery requirements to develop and maintain the Plan. Analyzes potential operational impacts resulting from emergencies, building disruptions, or catastrophic events and develops appropriate recovery strategies to support continuity and restoration of the Communication's Division's essential business functions. Coordinates with management and appropriate stakeholders to evaluate and update continuity procedures based on organizational or operational changes.
- Acts as Emergency Coordinator and analyzes emergency preparedness needs, operational risks, and departmental requirements to develop, evaluate, and maintain the Division's emergency plan. Identifies potential gaps or deficiencies in emergency procedures, recommends appropriate improvements, and coordinates implementation of updated procedures. Develops and provides guidance and training to staff regarding emergency protocols to promote Division preparedness and compliance with applicable requirements.
- Independently analyzes OPA's records management practices and applicable departmental and statewide records retention requirements to develop evaluate, and update OPA's record retention schedule. Reviews existing records and business processes to identify retention requirements, inconsistencies, and potential compliance concerns; recommends appropriate revisions and corrective actions; and provides analytical consultation and guidance to other offices regarding record retention requirements and practices.
- Serves as a subject matter resource on administrative processes, policies, procedures, and requirements. Researches, analyzes, and interprets applicable departmental and statewide policies and administrative requirements to evaluate program issues, identify viable alternatives, and develop recommendations for resolution. Provides consultative guidance to staff and management and assists with the development and implementation of process improvements to promote consistency, efficiency, and compliance.

20% (E) Meeting and Outreach Support

- Serves as livestream coordinator for DCA, acting as a liaison between OPA and DCA entities on public meeting livestream requests and coordinating with Television Specialists to determine availability and assign livestreams accordingly. Maintains internal webcast calendar and resolves conflicts in coordination with Board/Bureau liaisons, OPA management, and/or Board and Bureau Relations (BBR). Updates the public meeting calendar on the DCA blogsite. Analyzes processes and identifies areas to improve efficiency. Monitors live webcasts for technical issues, working with Television Specialists to resolve issues and determine when issues need to be communicated to management.
- Controls the reservation request system for the two DCA hearing rooms located at HQ1 and HQ2 facilities. Develops, maintains and communicates policies and procedures related to hearing room reservations. Resolves scheduling conflicts between DCA Boards/Bureaus, and determines which conflicts need to be elevated to management for resolution. Serve as a resource to boards and bureaus on room resources and capabilities.
Acts as OPA's outreach coordinator. Identifies outreach and community events for DCA and its boards and bureaus to attend. Maintains calendar of events and contact list and coordinates with boards and bureaus to ensure they are aware of outreach opportunities.

10% (M) Other Related Duties

- Assists the IO II, Assistant Deputy Director of Communications and Deputy Director of Communications with special projects, assignments, and tasks as assigned. Other job-related duties as assigned.
- Acts as Travel Liaison for OPA, PDE and DPS assisting staff with securing travel reservations and completing Travel Expense Claims. Attends quarterly Travel Liaison meetings and updates staff on changes in processes or procedures. Trains OPA, DPS and PDE staff on travel processes and systems.
- Acts as backup Human Resources Liaison for OPA, PDE and DPS, attending Human Resources Liaison meetings and providing timely updates and analysis to management on changes to OHR policies and procedures.
- Examines and evaluates procedures and processes used in the varied DCA programs; creates and maintains library of standardized "how to" process checklists for referencing by staff department-wide. Develops and formulates system to capture new processes/procedures as they are implemented by DCA programs.

B. SUPERVISION RECEIVED

The Analyst II is under the direction of the IO II, but will also receive direction from the Assistant Deputy Director of Communications and Deputy Director of Communications.

C. SUPERVISION EXERCISED

None

D. ADMINISTRATIVE RESPONSIBILITY

None

E. PERSONAL CONTACTS

The incumbent has frequent contact with all levels within DCA and its Boards, Bureaus, Committees and Commission. The incumbent may also have contact, which may be of a sensitive nature, with a variety of stakeholders including the media, consumers, Executive Office personnel, Business and Consumer Services Agency, and other governmental agencies.

F. ACTIONS AND CONSEQUENCES

Failure to adequately perform listed duties could result in erroneous information dissemination, confuse the licensee population, and negate outreach efforts.

G. FUNCTIONAL REQUIREMENTS

The incumbent works 40 hours per week in an office setting, with artificial light and temperature control. Daily access to and use of a personal computer and telephone is essential. Requirements to remain in a stationary position are consistent with office work. Occasional lifting (up to 20 pounds), reaching, climbing, and bending is required. The incumbent must occasionally move about inside the office to access file cabinets and office machinery and must also move to different floors of the building or traverse the parking lot to make deliveries at other office locations.

H. OTHER INFORMATION

The incumbent is expected to exercise good judgment, tact, and discretion in their professional contacts and dealing with sensitive matters. The incumbent is expected to establish and maintain good cooperative working relationships with management and staff of the Department and its boards, bureaus, committees and commission, as well as with external stakeholders such as media representatives, members of the public, and representatives from other government agencies. The incumbent may be required to travel throughout an assigned geographical area by various methods of transportation, occasionally, to help with news conferences and other events. The incumbent must be self-motivated, organized incumbent and able to prioritize work assignments, possess well-developed computer skills, and meet assigned deadlines. The incumbent must be flexible regarding interruptions and changes in priorities relative to workload.

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 California.

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

Revised: 8/2026

Department of Consumer Affairs

Position Duty Statement

HR-041 (new 07/15)

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Working Title Administrative Support Analyst	Office/Unit/Section/Geographic Location Office of Public Affairs / Sacramento
Position Number 605-100-5157-800	Name and Effective Date

General Statement: Under the supervision of the Information Officer II (IO II) and in a training capacity, the Analyst I is responsible for the less complex projects and administrative assignments for the Office of Public Affairs (OPA) and other units and managers within the Communications Division. The duties include, but are not limited to, the following:

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

35% (E) Accounting, Budgeting, and Procurement

- Coordinates all purchasing and procurement activities for OPA, with support as needed to Publications, Design and Editing (PDE) and Digital Print Services (DPS). Researches, compares and determines potential vendors, sends requests for bid, then analyzes collected bids for material and equipment purchases to determine successful bidder. Ensures that bid offers are equitable and meet all Business Services Office (BSO) and/or Office of Information Services (OIS)-mandated requirements before forwarding acquisition packages for approval. Applies state procurement rules, prepares acquisition requests, makes Cal-Card purchases, and prepares monthly Cal-Card reconciliation report. Monitors and tracks all online subscriptions and service contracts by analyzing usage and need; monitors renewal periods and prepares acquisition requests to timely renew subscriptions. Tracks inventory and ensures proper distribution of assets.
- Serves as the primary staff responsible for developing and preparing OPA contracts, including analyzing business needs, developing solicitation materials, managing competitive bidding and vendor selection, and preparing complete contract packages for submission to the Business Services Office (BSO).
- Ensures all contract and purchase requests comply with Department of Consumer Affairs (DCA) and Department of General Services (DGS) requirements, reconciles contract expenditures, and resolves the less complex discrepancies.
- Tracks and monitors position and expenditure activities for OPA to ensure appropriate spending levels. Maintains systems for monitoring, reconciling, and reporting OPA expenditures, and prepares spending plans and trend reports. Reviews monthly budget reports, expenditures and encumbrance adjustments to ensure compliance with the Budget Office and the Accounting Office. Prepares budget documents and statistical reports.

35% (E) Project Analysis, Development, and Coordination

- Assists with the analysis of complex program data and information management needs and develops, implements, and maintains organized and user-friendly tracking systems to support program operations and management decision-making. Evaluates data across multiple tracking systems to identify trends, discrepancies, deficiencies, and issues. Determines appropriate corrective actions and develops recommendations to improve data accuracy, consistency, and operational effectiveness. Presents analytical findings and recommendations to staff and management for consideration and appropriate action.
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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

Revised: 8/2026