

☐ Current ☒ Proposed

Classification Title Analyst II	Division/Unit Equity and Accessibility Management Services/Discrimination Complaint Tracking and Monitoring
Working Title Program Analyst	HQ Designation CalHR Sacramento
Position Number 363-910-5393-002	Date Prepared 08/26/26
Name	Effective Date

CalHR Mission, Vision, and Values

The California Department of Human Resources (CalHR) is responsible for issues related to employee salaries and benefits, job classifications, civil rights, training, exams, recruitment and retention. For most employees, many of these matters are determined through the collective bargaining process managed by CalHR.

Our Mission: To serve as the trusted advisor to our strategic partners and the public, providing exceptional human resource services and guidance in developing a diverse and inclusive workforce.

Our Vision: Shaping California's future of public service excellence with fair and equitable employment opportunities and a diverse, engaged workforce.

CalHR Core Values: People Centric, Leadership, Accountability, DEIA, Integrity, and Transparency.

General Statement

Under the direction of the Equity and Accessibility Management Services Division (EAMSD), Supervisor II, Workforce Analytics and Accountability Branch, the Analyst II is independently responsible for monitoring statewide discrimination complaint activity and providing consultative support to departments in the implementation and improvement of Equal Employment Opportunity (EEO) programs. The incumbent performs a wide range of complex administrative, analytical, monitoring, and reporting duties in support of the Discrimination Complaint Tracking and Monitoring Unit. Duties include, but are not limited to, the following:

Job Functions

[Essential (E) / Marginal (M) Functions] conducted [Onsite (O) / Virtually (V)]:

Percentage	(O) / (V)	Essential Job Duties
45%	OV	- Collaborate with departmental EEO Officers to review EEO program activity and monitor reporting compliance. - Monitor discrimination complaint activities in the Discrimination Complaint Tracking System (DCTS) to identify trends, patterns, and potential compliance issues.

		- Analyze complaint data and department-level reporting to support risk assessment identifying trends, reporting issues, unusual activity, or potential areas of concern - and monitoring efforts. - Apply relevant civil rights laws, policies, and procedures when reviewing, monitoring, handling, or processing discrimination complaint activity. - Conduct research on civil rights activities and trends to inform program improvements. - Compile data and develop components of the annual Discrimination Complaint Activity in California State Service Report. - Review the DCTS User Training Roster in CalLearns; verify approvals and submit final rosters to the System Administrator in advance of scheduled trainings. - Coordinate with the System Administrator and Program Consultant to develop and implement DCTS training plans, materials, and curriculum. - Coordinate and deliver DCTS user training and provide technical guidance to state departments. - Monitor DCTS email inbox and phone line; independently respond to department inquiries and provide program and technical guidance as needed. - Independently manage user account access, monitor and evaluate user activity, and prepare reports to support license tracking and billing reconciliation. - Advise, consult, and collaborate with EEO Offices, CalHR divisions, and key stakeholder groups on a variety of matters that are confidential and/or sensitive in nature.
25%	OV	- Coordinate with stakeholders to gather and document business needs for DCTS system enhancements. - Coordinate quarterly reporting reminders and DCTS system communications to EEO Officers and conduct follow up as necessary. - Analyze program data and communicate findings, trends, or potential issues with management. - Prepare standardized and ad hoc reports to support oversight, monitoring, and decision-making. - Maintain consultation schedules and track department communications and internal deadlines. - Review and analyze business processes and recommend improvements to program operations and system functionality aligned with CalHR's strategic goals. - Draft agendas and take notes for internal program meetings. - Conduct complex special studies and projects upon management request; prepare various written documents, including analyses, forms, and reports. - Operate and monitor virtual meetings and trainings as a producer by approving registrations, providing housekeeping information, Zoom/Teams technical support, and monitoring questions.
25%	OV	Develop program policies, case monitoring criteria, and operational tools to support day-to-day program functions.

		• Maintain and update program forms, templates, desk manuals, and operational tools. • Serve as a CalHR Web Team member and attend Web Team meetings. • Update and maintain all program-related documents and webpages to ensure accuracy and accessibility. • Represent EAMSD and CalHR on task forces, committees, and advisory groups related to DCTS and EEO compliance.
		• Research and develop new policies, regulations, and best practices to support compliance with civil rights-related laws and improve program effectiveness. • Analyze legislative bills, statutory proposals, and regulatory changes related to civil rights and DCTS, and provide recommendations to management based on their potential impact.
Percentage	(O) / (V)	Marginal Job Duties
5%	OV	• Perform other duties as required, consistent with division needs.

Supervision Received

The Analyst II reports directly to and receives most assignments from the Supervisor II; however, direction and assignments may also come from other EAMSD leaders.

Supervision Exercised

None

Special Requirements / Desirable Qualifications

Utilize analytical techniques to resolve issues and recommend solutions. Ability to operate standard office machinery, personal and/or laptop computers, or other forms of equipment within office settings.

CalHR employees are expected to model and support CalHR Core Values.

Working Conditions

The duties of this position are performed indoors at the 1515 "S" Street building. The employees' workstation is equipped with standard or ergonomic office equipment, as appropriate.

To promote collaboration, team cohesion, and employee development, CalHR operates on a hybrid schedule in accordance with both Statewide and CalHR's Telework Policies.

Attendance

Employees must maintain regular and acceptable attendance, as determined solely by the Department. They must be regularly available on-site or virtually and willing to work the hours deemed necessary or desirable to meet the Department's business needs.

I have read and understand the duties listed above and I can perform these duties with or without reasonable accommodation (RA). * (If you believe an RA 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 RA Coordinator.)

*An RA is any modification or adjustment made to a job, work environment, or employment practice or process that enables an individual with a disability or medical condition to perform the essential functions of their job or to enjoy an equal employment opportunity.

Duties of this position are subject to change and may be revised as needed or required.

Employee Signature	Employee Name	Date

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	Supervisor Name	Date