

Classification: Analyst II

Analyst Position Title: Legal Support Specialist

Position Number: 801-120-5393-714

Division/Branch: Office of Legal Affairs

Location: Sacramento County

Job Description Summary

Under direction of the Supervisor I, the Analyst II, Legal Support Specialist, performs the more complex technical analytical staff services assignments in the Office of Legal Affairs. Acts as the primary contact for the Health Consumer Alliance (HCA), manages daily activity of the HCA program including facilitation of HCA meetings. Tracks and monitors the Office of Legal Affairs budget and contracts, serves as a subject matter expert (SME) for the Criminal Background Check Program, and performs other duties as necessary. Duties may include access to information systems containing protected enrollee information, including federal tax information, protected health information, and personally identifying information. All employees are responsible for contributing to an inclusive, safe, and secure work environment that values diverse cultures, perspectives, and experiences, and is free from discrimination.

Job Description

35% (E)

Acts as the point of contact for all HCA-related matters which includes managing a shared mailbox, flagging questions and inquiries, and communicating them to internal stakeholders, when necessary, responding to process related inquiries from internal and external stakeholders, and working with internal stakeholders to resolve action items including seeking clarifying information from external stakeholders. Manages the HCA program, utilizing analytical skills to proactively identify questions and issues that may impede the swift resolution of action items and will identify high-priority issues for management and attorneys.

25% (E)

Independently manages and coordinates monthly HCA-related meetings including internal pre-meetings and monthly HCA meetings. Facilitates all HCA-related meetings including developing agendas, presents meeting materials during meetings, and maintains updates and developments with the action item tracker. Uses analytical skills, identifies short-term and long-term trends in issues or questions flagged by external stakeholders while tracking responses from internal stakeholders to ensure consistent messaging and communication from Covered California. Through the facilitation of monthly meetings, proactively identifies clarifying questions based on items and questions submitted by HCA that will aid in the response and resolution from Covered California.

20% (E)

Serves as a SME for the Criminal Background Check Program which includes identifying and tracking sensitive criminal record information that is produced by the California Department of Justice (DOJ). Utilizes

analytical skills to conduct first-level reviews of criminal history responses provided by prospective contractors and Covered California staff to determine fitness for the position for which they are applying. Monitors, utilizes, and tracks the DOJ's Applicant Agency Justice Connection (AAJC) on a daily basis, which is utilized by the DOJ to provide criminal background check results via Records of Arrests and Prosecution (RAP) sheets to Covered California. Maintains and updates an internal tracking system with results provided by DOJ. Determines an initial fitness determination for applicants including identifying activity that is potentially disqualifying, triggering a second-level review, and assigning that review to appropriate staff. Provides updates and status reports to Supervisor I.

10% (E)

Independently tracks and monitors the Office of Legal Affairs budget and contracts, provides monthly budget reports to Office of Legal Affairs leadership including existing expenditures, forecasting of future trends, and anticipation of future spending needs. Monitors existing contracts in coordination with the Business Services Branch (BSB) facilitates new contracts or amendments as necessary.

10% (M)

Serves as a back-up for other Analysts II staff in the Office of Legal Affairs Administrative Unit on tasks such as subpoenas, Privacy Request Act requests, or other tasks as assigned. Travels locally for meetings and/or trainings.

Scope and Impact

- a. *Responsibility for Decisions and Consequences of Error:* This is a full journey level analyst position. This position will have responsibility and the discretion to make initial decisions that will be reviewed by attorneys. Consequences of error include monetary loss, incorrect statement of reasons, poor working relationships, missed deadlines, and legal sanctions.
- b. *Administrative Responsibility:* This position does not have any administrative responsibilities.
- c. *Supervision Exercised:* This position does not have supervisory responsibilities but may act as a lead.
- d. *Frequent Internal Personal Contacts:* All Covered California programs.
- e. *Frequent External Personal Contacts:* Other County, State, and Federal agencies.

Physical and Environmental Demands

Work in a climate-controlled office under artificial lighting; exposure to computer screens and other basic office equipment; office space is open and thus noisy; work in a high-pressure fast-paced environment, under time critical deadlines; work long hours; must be flexible to work days/nights, weekends and select holidays as needed; during peak periods, may be required to work overtime; appropriate dress for the office environment.

Essential Physical Characteristics

The physical characteristics described here represent those that must be met by an employee to successfully perform the essential functions of this classification. Reasonable accommodations may be made to enable an individual with a qualified disability to perform the essential functions of the job, on a case-by-case basis. Ability to attend work as scheduled and on a regular basis and be available to work outside the normal workday when required. Continuous: Upward and downward flexion of the neck. Frequent: sitting for long periods of time (up to 70%); repetitive use of hands, forearms, and fingers to operate computers, mouse, and dual computer monitors, printers, and copiers (up to 70%); long periods of time at desk using a keyboard, manual dexterity and sustained periods of mental activity are need; frequent: walking, standing, bending and

twisting of neck, bending and twisting of waist, squatting, simple grasping, reaching above and below shoulder level, and lifting and carrying of files, and binders. Note: Some of the above requirements may be accommodated for otherwise qualified individuals requiring and requesting such accommodations.

Working Conditions and Requirements

- a. Schedule: Core business hours are Monday through Friday, 8:00 am - 5:00 pm
- b. Travel: Travels locally up to 10% of the time for meetings and/or trainings.
- c. Other:

Classification: Analyst I

Position Title: Legal Support Analyst

Position Number: 801-120-5393-714

Division/Branch: Office of Legal Affairs

Location: Sacramento County

Job Description Summary

Under direction of the Supervisor I, the Analyst I, Legal Support Analyst, performs analytical staff services assignments in the Office of Legal Affairs. Serves as a contact for the Health Consumer Alliance (HCA), with guidance, manages daily activity of the HCA program including facilitation of HCA meetings. Tracks and monitors the Office of Legal Affairs budget and contracts, serves as support for the Criminal Background Check Program, and performs other duties as necessary. Duties may include access to information systems containing protected enrollee information, including federal tax information, protected health information, and personally identifying information. All employees are responsible for contributing to an inclusive, safe, and secure work environment that values diverse cultures, perspectives, and experiences, and is free from discrimination.

Job Description

35% (E)

Acts as a point of contact for all HCA related matters which includes managing a shared mailbox, flagging questions and inquiries, and communicating them to internal stakeholders, when necessary, responding to process related inquiries from internal and external stakeholders, and working with internal stakeholders to resolve action items including seeking clarifying information from external stakeholders. Assists with managing the HCA program, utilizing analytical skills to proactively identify questions and issues that may impede the swift resolution of action items and help identify high-priority issues for Office of Legal Affairs management and attorneys.

25% (E)

Assists with managing and coordinating monthly HCA-related meetings including internal pre-meetings and monthly HCA meetings. Helps facilitate all HCA-related meetings including developing agendas, presenting meeting materials during meetings, and maintaining updates and developments with the action item tracker. Uses analytical skills to help identify short-term and long-term trends in issues or questions flagged by external stakeholders while tracking responses from internal stakeholders to ensure consistent messaging and communication from Covered California. Through the facilitation of monthly meetings, proactively identifies clarifying questions based on items and questions submitted by HCA that will aid in the response and resolution from Covered California.

20% (E)

With guidance, learns to serve as a Subject Matter Expert (SME) for the Criminal Background Check Program, which includes assisting with identifying and tracking sensitive criminal record information that is produced by the California Department of Justice (DOJ). Learns to conduct first-level reviews of criminal history responses

provided by prospective contractors and Covered California staff to determine fitness for the position for which they are applying. Monitors, utilizes, and tracks the DOJ's Applicant Agency Justice Connection (AAJC) on a daily basis, which is utilized by the DOJ to provide criminal background check results via Records of Arrests and Prosecution (RAP) sheets to Covered California. Maintains and updates an internal tracking system with results provided by DOJ. With guidance, determines an initial fitness determination for applicants including identifying activity that is potentially disqualifying, triggering a second-level review, and assigning that review to appropriate staff. Provides updates and status reports to the Supervisor I.

10% (E)

Tracks and monitors the Office of Legal Affairs budget and contracts and learns how to provide monthly budget reports to Office of Legal Affairs leadership, including existing expenditures, forecasting of future trends, and anticipation of future spending needs. Monitors existing contracts in coordination with the Business Services Branch (BSB) assists with facilitating new contracts or amendments as necessary.

10% (M)

Serves as a back-up for other Analyst II/I staff in the Office of Legal Affairs Administrative Unit on tasks such as subpoenas, Privacy Request Act requests, or other tasks as assigned. Travels locally for meetings and/or trainings.

Scope and Impact

a. *Responsibility for Decisions and Consequences of Error:* This position will have responsibility to complete assignments and the discretion to make initial decisions that will be reviewed by leadership and attorneys. Consequences of error include monetary loss, incorrect statement of reasons, poor working relationships, missed deadlines, and legal sanctions.

b. *Administrative Responsibility:* This position does not have any administrative responsibilities.

c. *Supervision Exercised:* This position does not have supervisory responsibilities.

d. *Frequent Internal Personal Contacts:* All Covered California programs.

e. *Frequent External Personal Contacts:* Other County, State, and Federal agencies.

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