

☐ Current
☒ Proposed

Civil Service Classification: Analyst II
Working Title: Senior Executive Support Analyst
Division Branch Name: Executive Division
Incumbent: Vacant
Position Number: 797-501-5393-xxx
Effective Date:
Conflict of Interest (COI): Y
FLSA Status: Non-Exempt
CBID: R01
Tenure: Permanent
Time Base: Full-time

You are a valued member of the department's team. All CDA employees are expected to work collaboratively with internal and external stakeholders to enable the department to provide the highest level of service possible. Your efforts to treat others fairly, honestly, and with respect are important to everyone who works with you. We value diversity at CDA and we strive to achieve equity and inclusion in the workplace for all employees. We believe that a diverse workforce and inclusive workplace culture enhances the performance of our organization and the quality of representation that we provide to a diverse client base.

DESCRIPTION:

Under direction of the Supervisor I, the Analyst II performs journey-level analytical and administrative work in support of executive operations and departmental business functions. The incumbent coordinates operational activities, serves as a liaison between executive leadership and internal and external stakeholders, and provides consultation on administrative processes, policies, and procedures. Responsibilities include analyzing and evaluating business operations, interpreting and applying policies, developing recommendations to improve operational efficiency, coordinating executive administrative functions, and supporting strategic initiatives and special projects. The incumbent exercises independent judgment in managing assignments, resolving administrative issues, ensuring compliance with applicable laws, regulations, and departmental policies, and facilitating effective communication and coordination across organizational units.

ESSENTIAL JOB FUNCTIONS:

35% Executive Operations Coordination

Manages complex executive office operations in support of Executive Leadership, exercising judgment to assess competing priorities, anticipate operational needs, resolve administrative issues, and ensure timely completion of executive actions and commitments. Manages complex executive calendars and coordinates meetings, briefings, and other executive activities involving multiple stakeholders, priorities, and deadlines. Serves as a liaison between the Executive Division, CDA programs, and external stakeholders to facilitate communication, coordinate responses, and resolve administrative matters requiring analysis and interpretation of CDA policies and procedures. Evaluates executive correspondence, assignments, action items, and requests to determine appropriate follow-up, identify potential issues or delays, and recommend or coordinate appropriate courses of action. Coordinates meeting logistics, including facilities, hybrid meeting technology, agendas, briefing materials, and follow-up assignments, and monitors deliverables to ensure commitments are completed accurately and timely. Provides analytical and administrative support to Executive Leadership by identifying operational issues, developing solutions, coordinating implementation, and communicating status, risks, and recommendations.

25% Administrative Program Coordination

Administers complex executive support operations by planning, analyzing, and facilitating a broad range of administrative and business functions that support executive leadership. Conducts journey-level analyses of executive office operations, administrative processes, and business practices to identify issues, evaluate alternatives, recommend process improvements, and ensure operational efficiency. Interprets and applies applicable laws, regulations, departmental policies, and administrative procedures related to accessibility compliance, executive communications, timekeeping, travel administration, records management, and personnel transactions. Researches and develops recommendations, prepares reports and correspondence, resolves complex administrative issues, and provides consultative support to executive leadership on operational and policy-related matters. Serves as a liaison with internal and external stakeholders to coordinate business operations, ensure compliance, and support strategic initiatives and organizational objectives while exercising independent judgment in prioritizing workload, managing competing priorities, and implementing administrative solutions.

20% Administrative Liaison and Business Operations

Serves as the primary liaison between the Director's Office and departmental administrative support programs, including Human Resources Branch (HRB) and Business Management Services (BMS), and independently coordinates and analyzes complex personnel, contracting, procurement, and administrative operational matters. Reviews, evaluates, and prepares recruitment, onboarding, organizational change, leave, performance appraisal, contracting, procurement, invoice, and related administrative documentation for accuracy, completeness, compliance, and consistency with applicable departmental policies and procedures. Interprets and applies CalHR, HRB, BMS, and departmental guidance; identifies potential issues, risks, and discrepancies; researches alternatives;

and recommends appropriate courses of action to management and program staff. Coordinates with departmental offices, program staff, vendors, and other stakeholders to resolve complex or sensitive administrative issues, facilitate timely completion of assignments, and ensure compliance with established requirements. Analyzes administrative processes and workflows to identify operational inefficiencies and opportunities for improvement; develops and recommends process improvements, procedures, and other solutions to enhance efficiency, consistency, service delivery, and compliance. Serves as a resource to staff and management on assigned administrative functions and independently manages special projects and assignments involving multiple stakeholders.

15% Policy Analysis, Reporting, and Special Projects

Conducts independent research and analysis of information related to executive operations, departmental policies, personnel processes, administrative procedures, and business operations to identify issues, trends, impacts, and opportunities for improvement. Evaluates information from multiple sources and prepares analytical reports, briefing materials, spreadsheets, tracking systems, dashboards, executive correspondence, and other products to support management decision-making and operational planning. Researches and interprets policy and procedural requirements affecting executive administrative operations; analyzes alternatives and potential impacts; and develops recommendations to address compliance requirements, improve workflows, enhance operational efficiency, and resolve administrative issues. Develops, plans, coordinates and supports special projects and assignments directed by executive management, including developing project materials, tracking deliverables, coordinating with stakeholders, and providing status updates and recommendations.

MARGINAL JOB FUNCTIONS:

5% Backup Executive Office Support

Perform other job-related duties as assigned, including providing backup support for Executive Office operations including reception coverage, meeting support, document preparation, mail distribution, telephone coverage, and other administrative functions to ensure continuity of operations.

TRAVEL: No travel.

TYPICAL WORKING CONDITIONS:

The physical work location of the position is designated at the department's headquarters location, a three-story building and standard office modular workspace located in Natomas. The duties of the position require sitting for long periods of time while using a personal computer, reviewing documents, and attending meetings whether they are digital (i.e., Zoom, WebEx, MS Teams, etc.) or in person.

EQUAL EMPLOYMENT OPPORTUNITY:

The California Department of Aging is an equal opportunity employer to all, regardless of age, ancestry, color, disability (mental and physical), exercising the right to family care and medical leave, gender, gender expression, gender identity, genetic information, marital status, medical condition,

military or veteran status, national origin, political affiliation, race, religious creed, sex (includes pregnancy, childbirth, breastfeeding and related medical conditions), and sexual orientation.

It is the policy of CDA to provide equal employment opportunity to all employees and applicants; those employees have the right to work in an environment free from discrimination; those consumers have the right to receive services free from discrimination in compliance with local, state, and federal laws.

To be reviewed and signed by the supervisor and employee:

SUPERVISOR'S STATEMENT:

- I have discussed the duties and responsibilities of the position with the employee.
- I have signed and received a copy of the duty statement.

Supervisor's Signature and Date

Supervisor's Name and Title

EMPLOYEE'S STATEMENT:

- I have discussed the duties and responsibilities of the position with my supervisor.
- I have signed and received a copy of the duty statement.
- I am able to perform the essential functions listed with or without reasonable accommodation (if you believe reasonable accommodation is necessary, discuss your concerns with your supervisor. If unsure of a need for reasonable accommodation, inform your supervisor who will discuss your concerns with Human Resources.)
- I understand that I may be asked to perform other duties as assigned within my current classification, including work in other functional areas as business needs require.

Employee's Signature and Date

HUMAN RESOURCES BRANCH USE ONLY:

- ☐ Duties meet class specification and allocation guidelines.
- ☐ Exceptional allocation, STD 625 on file.

Analyst initials: _____ Date Approved: _____

Revision Date (if applicable): _____

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DESCRIPTION:

Under supervision of the Supervisor I, performs analytical and administrative work in support of executive operations and departmental business functions. Assists with coordinating operational activities and serves as a liaison between executive leadership, internal programs, and external stakeholders to facilitate administrative processes and information exchange. Performs research, gathers and analyzes information, and prepares reports, correspondence, tracking tools, and other materials related to executive operations and administrative functions. Applies established policies, procedures, laws, regulations, and departmental requirements to assigned work; identifies routine issues and brings complex or unusual matters to the attention of the supervisor. Assists with developing recommendations, coordinating executive administrative activities, and supporting strategic initiatives, special projects, and process improvements. Establishes priorities for assigned work, monitors deadlines, communicates with stakeholders, and provides timely and accurate administrative and analytical support to executive operations.

ESSENTIAL JOB FUNCTIONS:

35% Executive Operations Coordination

Performs analytical and administrative assignments in support of executive operations. Coordinates established executive office processes, including scheduling support, meeting coordination, correspondence tracking, administrative records management, and monitoring of assigned actions and deadlines. Applies established departmental policies, procedures, and practices to prepare materials, coordinate information, and support executive administrative activities. Serves as a liaison between the Executive Division, CDA programs, and external stakeholders to facilitate communication with departmental programs and stakeholders to obtain and provide routine information, facilitate administrative processes, and ensure timely completion of assigned tasks. Identifies routine administrative issues, gathers information, and elevates matters requiring further analysis or management direction. Provides administrative and analytical support through preparation of reports, tracking tools, correspondence, meeting materials, and other operational documents.

25% Administrative Program Coordination

Coordinates established executive office processes and provides administrative support related to executive communications, accessibility compliance activities, timekeeping, travel administration, records management, personnel transactions, and other operational functions. Gathers, organizes, and analyzes information to support reports, correspondence, tracking tools, and management materials. Applies established laws, regulations, departmental policies, and administrative procedures to assigned work; identifies routine issues, verifies information, and refers matters requiring interpretation or resolution. Assists with evaluating administrative processes, maintaining operational tracking systems, coordinating business activities, and supporting implementation of approved process improvements. Serves as a point of contact for routine administrative inquiries and coordinates information with internal programs and external stakeholders to support timely, accurate, and compliant executive operations.

20% Administrative Liaison and Business Operations

Supports the Director's Office and departmental administrative support programs, including Human Resources Branch (HRB) and Business Management Services (BMS). Coordinates assigned personnel, contracting, procurement, and administrative activities; reviews and processes documentation for completeness, accuracy, and adherence to established policies and procedures. Applies departmental, HRB, BMS, and applicable CalHR guidance to assigned work; gathers information, identifies discrepancies or missing documentation, and refers issues requiring interpretation or resolution. Communicates with program staff, departmental offices, vendors, and other stakeholders to obtain information, track assignments, and facilitate timely completion of administrative actions. Maintains administrative records, tracking systems, and status reports; supports process improvement efforts by documenting procedures, identifying recurring issues, and assisting with implementation of approved changes.

15% Policy Analysis, Reporting, and Special Projects

Performs analytical and administrative assignments related to executive operations, departmental policies, personnel processes, administrative procedures, and business operations. Gathers,

compiles, and organizes information from various sources to support operational analyses, reports, briefing materials, spreadsheets, tracking systems, dashboards, executive correspondence, and other management documents. Reviews applicable policies, procedures, and administrative requirements; summarizes findings; identifies routine issues or inconsistencies; and provides information to support management decision-making. Assists with evaluating administrative processes, monitoring operational activities, and documenting opportunities for improved efficiency, consistency, and compliance. Supports special projects assigned by executive management by coordinating tasks, preparing materials, tracking milestones, and providing status updates.

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