

Classification: Research Scientist Supervisor I

Position Title: Data Analytics Supervisor

Position Number: 801-122-5643-001

Division/Branch: Data and Insights Office

Location: Sacramento County

Job Description Summary

Under the general direction of the Chief Data & Insights Officer, the Research Scientist Supervisor I supervises an analytics-focused unit within the Data Strategy & Insights Office. The unit provides trusted research, analytics, reporting, standardization, and decision support that help Covered California understand and enhance insights into enrollment and consumer experience, monitor program and operational performance, and improve access to affordable health coverage. The incumbent leads work that informs operational, strategic, policy, and executive decision-making. The incumbent plans, organizes, directs, and performs complex enterprise research, analytics, reporting, and decision-support work that informs operational, strategic, policy, and executive decision-making. This is a working-supervisor position. The incumbent combines first-line supervision and administrative accountability with direct, hands-on responsibility complex research, analytics, reporting, and decision-support work, and is expected to maintain a substantive individual workload while supervising assigned staff. The incumbent is expected to personally perform substantive analytical tasks, develops and validates analytic products, resolves complex methodological and data issues, and provides technical direction on high-impact projects. Duties may require access to confidential, sensitive, protected, or restricted data, which must be handled in accordance with applicable laws, policies, and procedures.

Job Description

30% (E) - Enterprise Scientific Research, Program Evaluation, and Analytic Decision Support

Plans, organizes, directs, and performs complex scientific research, social and behavioral research, program evaluation, and analytic decision-support activities using Covered California data, including eligibility and enrollment records, applications and renewals, plan selections and changes, financial assistance information, consumer contacts and service experiences, website or digital activity, outreach activity, and other program and operational measures.

Develops research questions, evaluation objectives, conceptual frameworks, measures, analytic plans, and methods appropriate to the issue being examined. Applies scientific and social/behavioral principles to assess factors that may affect enrollment, access to coverage, consumer experience, service delivery, program performance, and policy outcomes. Translates business and operational needs into research and evaluation requirements, analytic plans, implementation actions, and evidence-based recommendations.

Leads the development and review of enterprise measures, key performance indicators, standard calculations, dashboards, scorecards, reporting packages, and other research and analytic products used to monitor enrollment, consumer experience, service performance, and program outcomes. Evaluates research and analytic approaches, assumptions, methods, calculations, logic, and results to ensure they are appropriate, accurate, consistent, rigorous, and clearly interpreted.

Leads validation of data, research findings, and analytic products by applying documented business rules; reconciling results to source systems; assessing completeness, timeliness, validity, consistency, and representativeness; investigating unexpected trends, variances, and conflicting results; and documenting methods, limitations, uncertainty, findings, decisions, and corrective actions. Identifies and addresses bias, confounding, measurement limitations, subgroup differences, and other threats to valid interpretation. Provides scientific and technical direction on high-impact research, evaluation, analyses, and reporting products. Interprets findings for executive, technical, and non-technical audiences and provides evidence-based recommendations to support operational, strategic, policy, and executive decision-making.

20% (E) - Staff Supervision, Technical Direction, and Administrative Oversight

Supervises and develops assigned staff including but not limited to Analysts, Research Scientists, and Research Data Specialists. Plans and assigns work, sets priorities, monitors workload, reviews products for quality and timeliness. Provides coaching and technical direction, completes performance evaluations, addresses personnel matters, and supports hiring and onboarding activities. Promotes a cohesive, accountable, and inclusive work environment that supports collaboration, continuous learning, and high standards of scientific and analytic work. Performs administrative activities related to the unit's work, which may include contracts, procurement, budget coordination, resource planning, and vendor oversight, as assigned.

20% (E) - Enterprise Coordination and Operating Support

Coordinates across business divisions and functional groups to implement enterprise-wide analytic, reporting, governance, and data quality practices. Develops and implements procedures, workflows, templates, and operating practices that support a cross-enterprise, hub-and-spoke model for analytics, reporting, governance, and stewardship. Collaborates with business and governance bodies, workgroups, committees, and leadership forums by presenting issues, recommending options, tracking decisions and owners, and following through on assigned actions. Provides guidance to divisional analysts and partners through shared practices, templates, and related support, as appropriate.

15% (E) - Complex Scientific and Analytic Work

Performs and leads the most complex, sensitive, and high-impact scientific, analytic, and reporting work within the unit. Applies advanced analytic judgment to independently resolve complex issues, guide methodological decisions, and ensure work products are rigorous, reliable, usable, and relevant to business needs. Leads independent review of high-impact analyses and data products that inform enterprise-wide decisions, performance monitoring, and executive reporting.

10% (E) - Governance, Quality, and Validation Collaboration

Provides technical oversight and subject matter expert support for enterprise data governance, data quality, stewardship support, metadata, access-rule implementation, and validation activities to ensure analytic products align with governance standards, business rules, access requirements, and quality expectations. Coordinates across groups to support consistent documentation, enterprise definitions, and appropriate use of data.

5% (M) - Other Related Duties

Performs other job-related duties as required to support Enterprise Data & Insights priorities and Covered California's mission.

Scope and Impact

a. Responsibility for Decisions and Consequences of Error: Position is considered autonomous and is expected to work at a high level with minimal supervision. This position has full responsibility for decisions and actions and is responsible for all work completed by subordinate staff. Incumbent will be entrusted to review and analyze extremely sensitive consumer protected health information and personally identifying information, which would be severely detrimental to Covered California if compromised.

b. Administrative Responsibility: This position exercise day-to-day responsibility directing internal resources for advanced data architecture initiatives, statistical modeling, forecasting and reporting.

c. Supervision Exercised: Incumbent will supervise and provide guidance to small group of Research Scientist Staff, Research Data Specialists, and Analysts, as well as provide technical guidance, consultation, and expertise to other data analysts throughout the department.

d. Frequent Internal Personal Contacts: Interacts with other divisions within Covered California on issues requiring collaboration, workgroups, *forums or committees*.

e. Frequent External Personal Contacts: Vendors, academics, researchers, external stakeholders, media.

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 high-pressure fast-paced environment, under time critical deadlines; must be flexible to work days/nights, weekends and select holidays as needed; during peak periods, may be required to work overtime.

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. May be required to work outside of normal business hours.
- b. Travel: Travels locally to attend meetings, trainings, and seminars up to 5% of the time.
- c. Other:

Classification: Research Scientist Supervisor I

Position Title: Data Governance Supervisor

Position Number: 801-122-5643-002

Division/Branch: Data Strategy and Insights Office

Location: Sacramento County

Job Description Summary

Under the general direction of the Chief Data & Insights Officer, the Research Scientist Supervisor I supervises a governance-focused unit within Data Strategy and Insights Office. The unit establishes the standards, ownership, controls, and quality practices needed to ensure that Covered California data are trusted, consistently understood, appropriately accessed, and fit for operational, reporting, policy, and executive use. The work supports Covered California's mission by strengthening the data used to administer coverage, serve consumers, monitor program performance, and meet legal and policy requirements. This is a working-supervisor position. The incumbent combines first-line supervision and administrative accountability with direct, hands-on responsibility for complex governance, data quality, validation, scientific and analytic work. The incumbent is expected to personally perform substantive work, make technical decisions, and deliver high-impact work products while supervising assigned staff. Duties may require access to confidential, sensitive, protected, or restricted data, which must be handled in accordance with applicable laws, policies, and procedures.

Job Description

30% (E) - Enterprise Data Governance, Stewardship, and Quality Operations

Plans, organizes, standardizes, directs, and performs complex scientific research, social and behavioral research, program evaluation, and governance decision-support activities using Covered California data, including eligibility and enrollment records, applications and renewals, plan selections and changes, financial assistance information, consumer contacts and service experiences, website or digital activity, outreach activity, and other program and operational measures. Applies scientific principles to assess factors that may affect enrollment, access to coverage, consumer experience, service delivery, program performance, and policy outcomes, including the implications of data definitions, collection practices, measurement approaches, and governance decisions. Translates business and operational needs into governance requirements, validation plans, and implementation actions and provides technical direction on high-impact governance and quality work. Services as a scientific and technical advisor, translating findings for executive, technical, and non-technical audiences.

Leads and directs mission-critical work to identify and address data risks, control gaps, definition conflicts, quality issues, and unclear ownership. Validates critical data and data products by reviewing completeness, timeliness, validity, consistency, and appropriate use; reconciling key information to source systems; applying documented business rules; investigating discrepancies such as conflicting enrollment or coverage-status

values; and documenting findings, limitations, decisions, and corrective actions. Oversees intake, triage, escalation, decision tracking, and implementation follow-through for governance and quality issues. Identifies, elevates, and helps resolve data risks, control gaps, and governance issues in partnership with business divisions, Data Owners, Data Stewards, privacy, security, legal, audit, and IT partners across Covered California.

20% (E) - Staff Supervision, Technical Direction, and Administrative Oversight

Supervises and develops assigned staff, including but not limited to Analysts, Research Data Specialists, and Research Scientists. Plans and assigns work, sets priorities, monitors workload, reviews products for quality and timeliness, providing coaching and technical direction. Completes performance evaluations, addressing personnel matters, and supporting hiring and onboarding activities. Promotes a cohesive, accountable, and inclusive work environment that supports collaboration, continuous learning, and high standards of scientific and analytic work. Performs administrative activities related to the unit's work, which may include contracts, procurement, budget coordination, resource planning, and vendor oversight, as assigned.

20% (E) - Enterprise Coordination and Operating Support

Coordinates across business divisions and functional groups to implement enterprise-wide data governance, data quality, validation, and analytic practices. Develops and implements procedures, workflows, templates, and operating practices that support a cross-enterprise, hub-and-spoke model for governance, stewardship, analytics, and reporting. Supports and collaborates with business and governance bodies, workgroups, committees, and leadership forums by presenting issues, recommending options, tracking decisions and owners, and following through on assigned actions. Provides scientific and technical guidance to divisional analysts, stewards, and partners through shared practices, templates, and related support, as appropriate. Advises cross-enterprise partners on the scientific implications of data definitions, collection practices, and proposed uses of data.

15% (E) - Complex Governance, Quality, and Validation Analysis

Performs and leads the most complex, sensitive, and high-impact scientific research, governance, data quality, and validation work within the unit. Reviews and evaluates governance approaches, validation methods, controls, business rules, and related outputs to ensure consistency, accuracy, usability, and readiness for operational, executive, or external use. Applies scientific judgment to address bias, measure limitations, subgroup differences and other threats to valid interpretations to resolve complex issues, guide implementation decisions, and ensure work products support enterprise-wide consistency, accountability, and effective use of trusted data. Guides methodological and implementation decisions; and provides scientific interpretation, technical directions, and evidence-based recommendations.

10% (E) - Analytics and Reporting Collaboration

Provides scientific and technical oversight and subject matter expert support for enterprise analytics, KPI development, dashboards, scorecards, reporting packages, and related data products to ensure alignment with governance standards, business rules, and quality expectations. Coordinates across groups to support consistent metric definitions, reporting standards, documentation, and appropriate interpretation of enterprise data products.

5% (M) - Other Related Duties

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