CALIFORNIA DEPARTMENT OF CORRECTIONS AND REHABILITATION

☐ PROPOSED

POSITION DUTY STATEMENT - General

☒ CURRENT

CDCR INSTITUTION OR HEADQUARTERS PROGRAM	POSITION NUMBER (Agency-Unit-Class-Serial)			MCR / HCR
Administrative Services	065-575-5157-814			1
DIVISION / UNIT	CLASSIFICATION TITLE			
	Analyst I			
Human Resources Payroll & Personnel Transaction Services Payroll and Benefit Operations	WORKING TITLE			
	Payroll and Customer Service Consultant			
	TIME BASE / TENURE	CBID	WWG	COI
	Perm/FT	R01	2	Yes ☐ No ☒
LOCATION	INCUMBENT		EFFECTIVE DATE	
Sacramento, CA				

CDCR'S MISSION, VISION and COMMITMENT

Mission
To facilitate the successful reintegration of the individuals in our care back to their communities equipped with the tools to be drug-free, healthy, and employable members of society by providing education, treatment, rehabilitative, and restorative justice programs, all in a safe and humane environment.

Vision
We enhance public safety and promote successful community reintegration through education, treatment, and active participation in rehabilitative and restorative justice programs.

Commitment
CDCR and CCHCS are committed to transforming the correctional landscape to create safer, more professional, and more fulfilling environments for our employees, the incarcerated population, and those supervised in our communities. Through systemwide improvements grounded in proven and emerging practices, we aim to strengthen rehabilitation, enhance workplace satisfaction, and support successful reentry into the community through our institutions, parole, and community partnerships. Our shared mission is to promote safety, wellness, and human dignity while fostering positive change for all those who live and work within our institutions and communities.

CDCR and CCHCS are committed to building an inclusive respectful workplace. We are determined to attract and hire candidates from all communities and empower employees from a variety of backgrounds, perspectives, and personal experiences. We are proud to foster inclusion and drive collaborative efforts at all levels of the Department.

DIVISION OVERVIEW

The mission of Human Resources is to provide a positive employee experience through the delivery of excellent customer service. Our goal is to have a trusted human resources management program that is service-oriented and policy compliant to: recruit and retain top talent, provide meaningful wellness programs, empower professional development, create innovative solutions to deliver a diversified high performing workforce.

The Payroll and Benefit Operations provides customer service to approximately 6,700 headquarters' employees which includes processing appointments, separations, and employee history updates; processing regular, overtime, and temporary payroll; leave accounting updates; establishment and collection of accounts receivable, and garnishments.

GENERAL STATEMENT

Under the general direction of the Supervisor I, Transactions, Payroll and Benefit Operations (PBO), in a customer service-oriented environment, the Analyst I is responsible for developing and administering departmental personnel policies, as well as handling the more complex transactions-related projects and assignments. The incumbent works independently without detailed supervision to review, make decisions, and/or provide advice and assistance on varied and difficult personnel transaction issues. The Analyst I serves as an expert staff resource for the most difficult and complex personnel/payroll related issues.

This position requires the use of Business Information System (BIS) data for many daily activities. PBO staff are expected to utilize BIS on an on-going basis as required by their position and duties. The Analyst I must possess excellent business writing skills, communicate effectively, display associate analytical competency, produce completed staff work, exercise good judgment and critical thinking, maintain consistent attendance, and portray a professional and positive demeanor at all times. The Analyst I will be required to create spreadsheets, reports, memoranda, and flow charts for various projects using Microsoft Office suite

% of time performing duties	Indicate the duties and responsibilities assigned to the position and the percentage of time spent on each. Group related tasks under the same percentage with the highest percentage first.
30%	With guidance, serves as an expert resource and point of contact in resolving the most complex departmental personnel issues relating to personnel transactions, including: 7k salary determinations, employment history and payroll record reconstructions, formulating and recommending process improvements, and ensuring compliance with regulations, policies, laws, and rules. Independently researches laws, rules, and regulations to ensure accurate and clear documentation. Compiles data and information to generate reports and written analyses. Design and support program improvements to satisfy customer needs and expectations. Completes complex transactions- related projects and assignments. This may include the preparation of announcements, special reports, management analyses, responding to special and urgent PBO needs in order to keep departmental personnel staff apprised of updated requirements. Monitors and tracks the General Transactions escalation log and keeps management apprised of status.
25%	Assists Transactions staff in dealing with complex personnel issues (i.e. SPB lawsuits or penalty and interest lawsuits). Personally performs the most complex duties and makes recommendations to management on corrective measures. Conducts transactions audits to ensure compliance with laws, rules, regulations, and policies. Independently coordinates responses to statewide audits and compliance reviews, gathering requested data, and ensuring compliance with any corrective action plans. Independently reviews employee retirement account codes to ensure employees are correctly coded in the State Controller's Office system and works closely with CalPERS to ensure any errors are resolved expeditiously. May assist with conducting monthly leave audits.
20%	With guidance, serves as a Transactions Subject Matter Expert (SME) working closely with the HR Policy Unit to develop and revise Personnel payroll policies and procedures. Works closely with the Personnel Statewide Resources Unit (PSRU) to develop and revise trainings for Personnel Specialists on developed or revised procedures to gain consistency throughout PBO. Attends Control Agency meetings and makes recommendations for communication of changes to policies and procedures. Develops and/or revises internal procedures as necessary. Works with other government agencies, including but not limited to: State Controller's Office, California Department of Human Resources, and the California Public Employees' Retirement System. Liaises with the Department's Office of Labor Relations, Office of Personnel Services, and staff in General and Specialized Transactions.
15%	Researches Timely Payment of Wages (TPW) claims for headquarters' employees and prepares a Department response. Represents the Department at TPW settlement conferences and hearings. Prepares appeals to TPW decisions and/or other control agency decisions. Conducts annual Institutional Worker Supervision Pay (IWSP) audit for headquarters.

5%	Attends staff meetings and monthly program meetings as necessary. Attends and participates in trainings and conferences. Acts as a staff resource, lead, and trainer to Personnel Specialists and Senior Personnel Specialists within the unit. Position may require occasional travel.
5%	Perform administrative duties including, but not limited to: adhere to Department policies, rules and procedures; submit administrative requests including leave, travel, and training in a timely and appropriate manner; accurately report time and submit timesheets by the due date.

SPECIAL PERSONAL CHARACTERISTICS

- Influence, change, and strengthen the community. Set an example each day through positive and pro-social role modeling, utilizing dynamic security concepts through observation and building rapport.
- Willingness to play a significant role in the collaborative efforts toward rehabilitation and public safety enhancement.
- Ability to facilitate conversations as a coach and mentor, engaging in a respectful and understanding manner.
- Ability to build trust, improve communication, and assist with the transformation of correctional culture.

SPECIAL REQUIREMENTS

- CDCR does not recognize hostages for bargaining purposes. CDCR has a "NO HOSTAGE" policy, and all incarcerated people, visitors, non-employees, and employees shall be made aware of this.

CONSEQUENCE OF ERROR

- Consequences of error may result in loss of time and could cause significant delays in program production. Such delays can result in inefficient use or misdirection of department resources resulting in the inability to meet efficiency and timeline goals, and varying degrees of negative financial impacts to the department.

To be reviewed and signed by the supervisor and employee:

EMPLOYEE'S STATEMENT:

- *I HAVE DISCUSSED THE DUTIES AND RESPONSIBILITIES OF THE POSITION WITH MY SUPERVISOR AND RECEIVED A COPY OF THIS DUTY STATEMENT.*

EMPLOYEE'S NAME (Print)	EMPLOYEE'S SIGNATURE	DATE

SUPERVISOR'S STATEMENT:

- *I CERTIFY THIS DUTY STATEMENT REFLECTS CURRENT AND AN ACCURATE DESCRIPTION OF THE ESSENTIAL FUNCTIONS OF THIS POSITION*
- *I HAVE DISCUSSED THE DUTIES AND RESPONSIBILITIES OF THE POSITION WITH THE EMPLOYEE AND PROVIDED THE EMPLOYEE A COPY OF THIS DUTY STATEMENT.*

SUPERVISOR'S NAME (Print)	SUPERVISOR'S SIGNATURE	DATE