

DUTY STATEMENT

Employee Name:	Position Number: 580-510-5393-006
Classification: Analyst II	Tenure/Time Base: Permanent / Full Time
Working Title: Vendor Support Analyst	Work Location: 3901 Lennane Drive Sacramento, CA 95834
Collective Bargaining Unit: R01	Position Eligible for Telework (Yes/No): Yes
Center/Office/Division: Center for Family Health Women, Infants, and Children Division	Branch/Section/Unit: Vendor Management Branch Vendor Monitoring Section Vendor Support Unit

All employees shall possess the general qualifications, as described in California Code of Regulations Title 2, Section 172, which include, but are not limited to integrity, honesty, dependability, thoroughness, accuracy, good judgment, initiative, resourcefulness, and the ability to work cooperatively with others.

This position requires the incumbent to maintain consistent and regular attendance; communicate effectively (orally and in writing) in dealing with the public and/or other employees; develop and maintain knowledge and skill related to specific tasks, methodologies, materials, tools, and equipment; complete assignments in a timely and efficient manner; and adhere to departmental policies and procedures.

All California Department of Public Health (CDPH) employees perform work that is of the utmost importance, where each employee is important in supporting and promoting an environment of equity, diversity, and inclusivity, essential to the delivery of the department's mission. All employees are valued and should understand that their contributions and the contributions of their team members derive from different cultures, backgrounds, and life experiences, supporting innovations in public health services and programs for California.

Competencies

The competencies required for this position are found on the classification specification for the classification noted above. Classification specifications are located on the [California Department of Human Resources' Job Descriptions webpage](#).

Job Summary

This position supports the California Department of Public Health's (CDPH) mission and strategic plan by advancing the health and well-being of California's diverse people and communities. As an employee of the Vendor Management Branch (VMB), the incumbent serves as part of a team that provides monitoring, training, and support for and collaboration with grocery vendors statewide that serve the Women, Infants, and Children (WIC) Program families.

The incumbent works under the direction of the Supervisor I of the Vendor Support Unit (VSU). The Analyst II performs the more responsible, varied, and complex work in a variety of administrative, technical, and analytical assignments involved with the operation and monitoring of vendor compliance functions of the WIC Division. The Analyst II interacts with the general public and provides technical support and assistance to other analysts in the VMB. Up to 10% of statewide travel may be required.

Special Requirements

- ☐ Conflict of Interest (COI)
- ☐ Background Check and/or Fingerprinting Clearance
- ☐ Medical Clearance
- ☒ Travel: 10%
- ☐ Bilingual: Pass a State written and/or verbal proficiency exam in
- ☐ License/Certification:
- ☐ Other:

Essential Functions (including percentage of time)

- 25% Provides technical assistance via courtesy visits and/or calls to WIC vendors, communicating in a professional manner with a diverse, multi-cultural community. Provides assistance to ensure equitable access to program information and support. Maintains relationships with vendors (retailers) to coordinate their needs with the VMB. Understands and communicates changes in processes and procedures. Conducts outreach calls when important updates or emergency notifications need to be communicated quickly and efficiently. Triage participant transaction issues and communicates with corporate contacts when needed. Resolves escalated, complex calls from the VMB phone line, determining the reason for the call and answering questions or directing requests to different areas within the division as necessary. Creates annual statistics reports for the U.S. Department of Agriculture (USDA) and serves as a team member to develop and implement the WIC Web Information System Exchange (WIC-WISE) database and automation projects.
- 25% Serves as a liaison between the Vendor Support Unit, the Vendor Management Branch, and the Office of Communications and Special Projects Section to ensure vendor outreach materials and tools are current. Coordinates website updates and works on new, creative ways to keep vendors informed. Generates Vendor Alerts and assists with posting them on the website. Keeps vendor communication contacts lists up to date.
- 25% Leads, coordinates, and develops comprehensive statewide WIC vendor communications and outreach campaigns and activities to promote and disseminate messaging pertaining to services and impact of the California WIC Program. Serves as lead in developing and evaluating the implementation of communication plans, materials, and strategies. Leads development and timely dissemination of a variety of high-quality digital communications with program vendors, partners, and stakeholders, including but not limited to communications with toolkits and campaigns, social media, web copy, videos, advertisements, talking points, fact sheets, presentations, conference materials, newsletters, flyers, and educational and outreach materials.
- 15% Analyzes data collected from the Information Technology Services Division (ITSD), U.S. Department of Agriculture (USDA), other automated databases, and query reports to determine initial vendors correct peer group category assignment by comparing redemption data processes known as the Vendor Peer Group Assessment. Plans, prepares, conducts, and monitors federally mandated annual and six-month assessment of all vendors (retailers) authorized under the WIC Program. Utilizes a percentage formula to analyze and evaluate data from vendors (California Department of Tax and Fee Administration Sales and Use Tax information, Certification forms, etc.) to determine proper designation of all WIC authorized vendors' peer group assignment and ensure accurate tracking and reporting to state and

federal sources. Analyzes and monitors data submission from federal agencies and vendors. Provides consultation to vendors on state and federal requirements. Provides written and/or oral recommendations to management on Vendor Peer Group Assessment issues. Analyzes, researches, and interprets state and federal rules and regulations and implements new laws into current vendor peer group assessment procedures.

Marginal Functions (including percentage of time)

- 5% Provides and creates daily, weekly, and monthly statistics reports for VMB staff and other data reports for WIC and CDPH management.
- 5% Performs other job-related duties as required.

☐ I certify this duty statement represents an accurate description of the essential functions of this position. I have discussed the duties and have provided a copy of this duty statement to the employee named above.

☐ I have read and understand the duties and requirements listed above and am able to perform these duties with or without reasonable accommodation. (If you believe reasonable accommodation may be necessary, or if unsure of a need for reasonable accommodation, inform the hiring supervisor.)

Supervisor's Name:	Date	Employee's Name:	Date
Supervisor's Signature	Date	Employee's Signature	Date

HRD Use Only:

Approved By: HD

Date: 09/2026