Merit Appeals
STATE PERSONNEL BOARD
Duty Statement

Employee Name	Classification Title	Position Number
VACANT	**ANALYST** II	**590-115-5393-xxx**
Division/Unit		Effective Date
Appeals Division/Merit Appeals		

Under the direction of the Supervisor II, the Analyst II is responsible for performing analytical review and disposition of complex and sensitive appeals and complaints filed with the State Personnel Board (SPB). The incumbent is also responsible for providing assistance and information to the public, state employees, state departments, and other parties. The incumbent will analyze the available information in the context of state civil service laws, rules, policies, and procedures to determine jurisdiction, appeal rights, and if filing requirements are met and prepare detailed correspondence. The incumbent is responsible for maintaining effective relationships and communication with departmental staff and keeping management apprised of problems and/or areas of concern.

Description of the Essential Functions

60% Independently identify all relevant issues contained in a variety of non-evidentiary/merit appeals and determine what, if any, additional information may be required. Perform appropriate research in order to reach a sound and well-reasoned decision for appeals and complaints. Craft comprehensive written responses to appeals, reflecting a complete analysis of applicable issues. Recommend an administrative grant or denial, and/or submit the case for hearing through the non-evidentiary appeals process. Reference relevant civil service laws, rules, policies and procedures in all written decisions.

35% Review incoming correspondence and independently determine the appropriate jurisdiction. Analyze new appeals and complaints for complete filing requirements to determine the basis for rejecting or accepting them. Open appeals and complaints in appropriate case management software, designate assignees, and send out all acknowledgment correspondence. Prepare detailed correspondence to appropriately address filing requirement deficiencies or jurisdiction issues. Independently perform administrative duties relating to appeals functions. Answer daily inquiries by communicating with stakeholders using verbal and written communications. May prepare other reports on an ad-hoc basis.

Marginal Functions

5% Determine when policies are impacted by recommendations and submit an analysis of the issue(s) to the appropriate unit and/or staff within the SPB; work on special projects; independently compose responses to controlled correspondence; and participate on task forces, committees, and other such advisory groups.

Supervision Received

The Analyst II receives direct supervision from the Supervisor II.

Supervision Exercised

N/A

Administrative Responsibility

The Analyst II requires excellent computer skills with commonly used software programs (e.g., MS Word and MS Office) and department-specific software programs and databases. Additionally, the incumbent must possess excellent writing, editing, and analytical skills; the ability to work independently and to communicate (verbally and in writing) clearly, concisely, and accurately; the ability to reason logically and creatively in resolving problems; the willingness and ability to accept responsibility and meet deadlines; and the ability to manage multiple projects with multiple time frames. Predictable and dependable attendance is required.

Personal Contacts

The Analyst II has contact with stakeholders, members of the public, the SPB Executive team, the SPB Management team, and other SPB employees. As such, the incumbent must be diplomatic, organized, professional, and must exercise impeccable judgment and discretion.

Actions and Consequences

Failure to use good judgment in handling sensitive and confidential information could result in sensitive information being released to unauthorized persons and/or incorrect information used to make personnel management decisions.

Typical Working Conditions

The duties of this position are performed indoors. The employee's workstation is located at 801 Capitol Mall and is equipped with standard or ergonomic office equipment, as appropriate. Travel may be required to attend meetings or training classes. Requires prolonged sitting and use of the telephone, a personal computer, a scanner, and/or a copier. The incumbent must work well under pressure, meeting multiple and sometimes conflicting deadlines. The position allows for partial remote work opportunities on a consistent schedule as approved by management.

The statements contained in this duty statement reflect general details as necessary to describe the principal functions of this job and it should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including work in other functional areas to cover absence of relief, to equalize peak work periods, or otherwise balance the workload.

I have read and understand the duties assigned. Furthermore, I can perform these duties with or without reasonable accommodation.

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