STATE OF CALIFORNIA - DEPARTMENT OF GENERAL SERVICES

DUTY STATEMENT

DGS OHR 907 (Rev. 7/2025)

☐ Current
☑ Proposed

RPA NUMBER	DGS DIVISION / OFFICE or CLIENT AGENCY	
31038-OAH	Office of Administrative Hearings	
UNIT NAME	HEADQUARTER ADDRESS (example: 707 3rd Street, West Sacramento, CA 95605)	
General Jurisdiction Division - Sacramento	2349 Gateway Oaks Drive STE. 200 Sacramento, CA 95833	
CIVIL SERVICE CLASSIFICATION	POSITION NUMBER	CBID
Analyst II	306-659-5393-721	R01
POSITION ELIGIBLE FOR TELEWORK: ☑ Yes ☐ No	PROBATIONARY PERIOD ☐ 6 Months ☑ 12 Months ☐ N/A	WORK WEEK GROUP WWG 2
WORK SCHEDULE (DAYS / HOURS)	TENURE	
Monday through Friday, 8:00AM - 5:00PM	Permanent	
WORKING TITLE	TIMEBASE	
General Jurisdiction Analyst II	Full-Time	
DESIGNATED POSITION FOR CONFLICT OF INTEREST (COI): ☑ Yes ☐ No	BILINGUAL POSITION: ☐ Yes ☑ No LANGUAGE NEEDED: ☐ Verbal ☐ Written Proficiency language in: _____	
PROPOSED INCUMBENT (IF KNOWN)	EFFECTIVE DATE	
TBD	TBD	

CORE VALUES / MISSION ☐ Rank and File ☐ Supervisor ☐ Specialist ☑ Office of Administrative Hearings ☐ Client Agency

The Department of General Services' (DGS) and Office of Administrative Hearings' (OAH) Core Values and Employee Expectations are key to the success of OAH's Mission. That mission is to "provide a neutral forum for fair and independent resolution of administrative matters, ensuring due process and respecting the dignity of all." DGS/OAH employees are to adhere to OAH's Core Values and Employee Expectations, and to perform their duties in a way that exhibits and promotes those values and expectations.

POSITION CONCEPT

Under the direction of the General Jurisdiction (GJ) Supervisor I for Department of Developmental Services (DDS) Matters, the GJ DDS Analyst II works independently and performs the full range of analytical work for the GJ DDS Unit at OAH. The DDS Analyst II position requires an extensive understanding of the Lanterman Act and Related Laws (Lanterman Act) and the Early Start statutes and regulations, as well as the administrative adjudicatory process, mediation process, and legal procedures and practices for all matters related to the contract(s) with DDS. The duties require extensive knowledge of OAH's systems and procedures, as well as the skills to analyze DDS programs, develop internal, legislative, and/or agency reports specific to DDS matters, develop process improvements, and lead process improvement teams.

SPECIAL REQUIREMENTS

☐ Medical Clearance ☐ Background Clearance ☐ Typing ☑ DMV Pull Notice ☐ Drug Testing
☐ Vehicle Home Storage Permit ☐ Driver's License and Class (specify below in Description) ☐ Certificate (specify below in Description)
☐ Professional License (specify below in Description) ☐ Other (specify below in Description)

Telework
The employee must reside in California.

DMV Pull Notice
This position requires participation in the Department of Motor Vehicles (DMV) Employer Pull Notice Program.

ESSENTIAL FUNCTIONS

PERCENTAGE	DESCRIPTION
20%	Serves as a subject matter expert for the Division's electronic programs affecting DDS mediations and hearings by identifying issues that impact mediations, hearings, recordings, and electronic documents. Reviews each situation, determines what is causing the delay, and works with staff and

PERCENTAGE	DESCRIPTION
	stakeholders to make sure hearings and other calendar events proceed without interruption. Provides technical and communications support for Advisory Committee meetings in compliance with the Bagley-Keene Open Meeting Act and ensures the production of accurate meeting transcripts. Utilizes OAH's operational tools, including its Case Management System (CMS), Office 365, Microsoft Teams, Zoom, Philips SpeechExec, the Electronic Exhibit Program, Secure E-File Transfer system (SFT), Westlaw, and other applications to support case processing and the flow of operations. Evaluates how these tools affect daily workflows, recommends improvements, and assists with implementation of solutions that promote efficient hearings and case management for DDS matters. This work ensures statutory and contractual compliance in how electronic case materials and materials for public use are handled in accordance with the DDS contractual requirements.
20%	Independently develops and oversees data management strategies by performing complex data validation through case audits and report reviews for DDS matters. Refines data definitions and input standards, analyzes and organizes data for summaries and reports, and maintains effective tracking and reporting procedures for the DDS agency. Conducts legal research and gathers documents in response to Public Records Act (PRA) requests, subpoenas, discovery requests, administrative record requests, agency inquiries, and other inquiries related to DDS matters. Ensures the DDS Unit's work aligns with the Division's purpose and mission by providing real time data to the Supervisor I for DDS matters, to OAH leadership, and to stakeholders and by meeting required reporting obligations for the DDS agency in order to comply with contractual obligations and identify trends. The position utilizes Power Automate, OAH's CMS, Microsoft Suite, Adobe Acrobat, SharePoint, the Electronic Exhibit Program, and the Division's Report Designer tool to ensure timely and accurate processing of required deliverables. This work ensures accurate, compliant reporting and supports statutory record keeping obligations for the public and for client agencies.
20%	Provides input and content for the DDS portion of the Division's website by analyzing content for accuracy and conciseness, developing and maintaining real time information, preparing decisions, documents, and other materials (such as Advisory Committee materials) for posting on OAH's website, identifying deficiencies, and proposing resolutions to management for areas of improvement in order to deliver communications to internal and external users and to ensure compliance with statutory and interagency contractual mandates utilizing web-based content management and other appropriate tools. This work ensures statutory and contractual compliance in public facing content and internal guidance materials.
15%	Updates processes to reflect policy changes, system updates, new legislation, and improved document filing practices for DDS matters. Prepares and revises training materials, written policies, forms, and division publications, and supports projects such as training initiatives for the DDS Unit. Provides guidance to staff responsible for case management and program operations in the DDS Unit and handles complex case management issues. Ensures compliance by identifying and recommending changes to improve case processing and meet DDS Unit and Division needs. The position utilizes OAH's CMS, Microsoft Suite, Adobe Acrobat, SharePoint, the Electronic Exhibit Program, SFT, SpeechExec, and Philips tools in order to support efficient and accurate operations. This work ensures procedures, training materials, and operational practices remain compliant with applicable laws, regulations, and contractual mandates.
15%	Serves as a consultant to the Division Chief ALJ, Supervisor I for the DDS Unit, Supervising ALJs, and executive management by recommending improvements to calendaring and case management

PERCENTAGE	DESCRIPTION
	policies and procedures for the DDS Unit. Acts as the point of contact for DDS Agency questions about case status, processes, and contract compliance. Reviews legislation and court decisions to determine their impact on OAH operations. Evaluates cases, identifies issues, and prepares correspondence with recommendations in order to identify legal and procedural issues, to ensure proper service to all parties and improve operational efficiency through advanced data analytics. Oversees and coordinates all aspects of statewide DDS Unit case management by collaborating with the DCALJ and Supervisor I for the DDS Unit and utilizing OAH's CMS, Microsoft Suite, Adobe Acrobat, SharePoint, and established policies and procedures. This work ensures statutory and contractual compliance in OAH's operations and clear communication of information provided to the public and client agencies.
5%	Assists the Division with special projects, such as updating DDS Unit manuals and procedures and carrying out specific tasks, as necessary in order to maintain the continuous flow of work and ensure excellent customer service is consistently provided. This work supports consistent, compliant operations and customer service standards for public and client agencies.

MARGINAL FUNCTIONS

PERCENTAGE	DESCRIPTION
5%	Supports administrative process improvements by documenting user-reported issues, identifying operational needs, and coordinating with Enterprise Technology Services (ETS) to communicate DDS Unit and Division requirements for system updates. Participates in reviewing proposed electronic processes or features to ensure they meet DDS Unit and Division workflow needs and comply with established policies and procedures. The position uses the Division's Report Designer tool, automated software, Power Automate, OAH's CMS, the Electronic Exhibit Program, Microsoft Office Suite, and Adobe. This work supports administrative continuity, tested procedures, and compliance with established operational standards.

WORK ENVIRONMENT AND PHYSICAL REQUIREMENTS

☑ Travel (Specify the percentage in the travel box below)

Travel 5 % of the time to various locations and may include overnight travel by various methods of transportation.

- This position requires appropriate attire for a professional office environment, understanding that the position interacts with parties appearing before OAH, the public, and other state agencies, in person and by videoconference.
- Travel may be required on an occasional basis, and as needed, to meet the operational goals of the Office of Administrative Hearings.
- Daily and frequent use of personal computers and a variety of office software applications.
- Capability to occupy office workstations for extended periods of time.

DESIRABLE QUALIFICATIONS

- Ability to work independently and take initiative to improve/create processes and systems.
- Skilled in program/project management in a team environment.
- Ability to use good judgment and take effective action.
- Demonstrated experience writing policies, procedures and reports.
- Excellent analytical and problem-solving skills.

- Excellent written and verbal communication skills.
- Excellent organization and research skills with attention to detail.
- Ability to work well with changing assignments and priorities.
- Effective skills in using Microsoft Office computer software products, i.e. Word, Excel, PowerPoint and Outlook. Ability to use Excel's data analytics tools.
- Ability to efficiently learn and navigate case management and other administrative software applications.

You are a valued member of the department's team. You are expected to work cooperatively with team members and others to enable the department to provide the highest level of service possible. Your creativity and productivity are encouraged. Your efforts to treat others fairly, honestly and with respect are important to everyone who works with you.

I have discussed these duties with my supervisor and have received a copy of the duty statement. I have read and understand the duties and essential functions listed above and I am able to complete the essential functions with or without a reasonable accommodation. (If you believe you need a reasonable accommodation or you are unsure if you need a reasonable accommodation, please inform the hiring manager and contact the Reasonable Accommodation Unit at reasonableaccommodation@dgs.ca.gov)

EMPLOYEE NAME	EMPLOYEE SIGNATURE	DATE SIGNED

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

SUPERVISOR NAME	SUPERVISOR SIGNATURE	DATE SIGNED
Maryjosephine Norrington		

C & P APPROVED BY	DATE SIGNED