Department of Consumer Affairs
Position Duty Statement
HR-41 (Revised 7/2015)

Classification Title Analyst II	**Board/Bureau/Division** Compliance and Equity Division
Working Title Compliance and Administration Coordinator	**Office/Unit/Section/Geographic Location** SOLID Planning Unit 1747 N. Market Blvd., Sacramento, CA 95834
Position Number 610-730-5393-XXX	**Name and Effective Date**

General Statement: Under the direction of the Supervisor I, Strategic Organizational Leadership and Individual Development (SOLID) Planning Unit of the Department of Consumer Affairs (DCA), the Analyst II is responsible for tracking, monitoring, and ensuring compliance with mandated training and planning requirements. The Analyst II is responsible for providing meeting facilitation and moderation, office administration and reporting functions, training liaison services, Learning Management System (LMS) support, survey consultation and development, and review and feedback of unit's deliverables. Duties include, but are not limited to, the following:

A. Specific Assignments [Essential (E) / Marginal (M) Functions]:

30% (E) Compliance Monitoring and LMS Support

- Coordinate with DCA divisions and offices, including, but not limited to, the Office of Information Services (OIS), the Office of Human Resources (OHR), and the Legal Affairs Division, and other state departments and agencies, as needed, to gather and analyze information and data to ensure departmental compliance with training and planning requirements. Mandatory training requirements include, but are not limited to, Ethics, Defensive Driver, and Supervisory, Managerial, and CEA Leadership Training requirements. Planning requirements include, but are not limited to, the strategic and action planning activities of DCA and its boards and bureaus, as required by the California Department of Finance. Requirements are based on the direction of the DCA Director, Business and Consumer Services Agency, Governor's Office, and other control agencies.
- Assist DCA and program staff with compliance-related inquiries, deadlines, and access to and use of the LMS. Access and generate reports from the LMS to track employee enrollment, completion status, and compliance with mandatory training requirements. Identify and communicate gaps in completion to ensure timely adherence to established deadlines and training compliance procedures.
- Maintain organized, audit-ready files of all compliance-related documentation. Assist leadership and management with responding to third-party requests or audits of DCA's compliance with training and planning requirements. Identify and elevate risks and issues, to leadership and management, and develop suggested policy and procedural changes to address the risks and issues identified.

- Participate in regular coordination meetings with the LMS staff to discuss upcoming compliance deadlines, priorities, and system needs. Provide input on activities related to LMS upgrades, migrations, or process changes that impact compliance tracking. Assist in supporting DCA's LMS needs when LMS staff are unavailable.

25% (E) Meeting Facilitation and Moderation Services

- Plan and design the meeting process in partnership with DCA division, board, bureau, committee, commission, or other clients to clarify the purpose of the meeting, the desired outcomes, the processes to be used, and the roles of each person. Collaborate with subject matter experts, coordinate content development, and track attendance. Facilitate meetings using a variety of techniques to foster stakeholder buy-in, elicit diverse perspectives, and promote active and inclusive participation among all attendees. Guide discussions to drive consensus, establish clear conclusions, formalize agreements, and ensure alignment and clarity on outcomes and next steps. Evaluate results and provide reports of the outcomes to leadership, management, and stakeholders, as needed.
- Serve as moderator/co-moderator in virtual meetings. Provide meeting moderation and support services using virtual meeting technologies, ensuring a virtual environment in which DCA's programs can conduct productive and publicly accessible meetings in compliance with the Bagley-Keene Open Meetings Act. Conduct training and provide instruction in the use of the virtual meeting platform to program staff, board/committee members, and external stakeholders such as Administrative Law Judges, Deputy Attorney Generals, petitioners, legal counsel, and presenters.
- Collaborate with program staff in the preparation and execution of meetings including the development of presentations, establishing meeting parameters and expectations, monitoring attendance, managing public comment, presenting meeting materials, and providing technical support. Assist with monitoring changes to the virtual meeting platform and conducting tests of changes as necessary. Assist in the development of instructional and technical support materials and communications.

25% (E) Office Administrative and Liaison Services

- **Facilities Liaison:** Process facilities related requests including badge access, office moves, and other building related issues. Serve as liaison between SOLID/OIO and DCA's Facilities Office.
- **Human Resources (HR) Liaison:** Research, analyze, and resolve all attendance and time discrepancies. Complete administrative reporting including timesheets, absences without pay report, organizational chart, position listing, and quarterly hazard reports. Complete required actions for incoming and outgoing SOLID/OIO employees including completion and submission of forms and authorizations, requests for personnel action (RPA), and organizational charts in accordance with department and state policies. Serve as a liaison between SOLID/OIO and DCA's OHR.
- **Procurement:** Process requests for contracts, interagency agreements, and purchases of goods and services, in accordance with state and departmental policies and guidelines. Research, analyze, and make recommendations to management. Obtain bids and required documentation from vendors and

ensuring vendors meet the requirements of GC 14837 and 2 CCR 1896 when applicable. Prepare contract, interagency agreement, and procurement forms, including justifications and authorizations. Attend contracting and procurement-related meetings and training. Serve as liaison between SOLID/OIO and DCA's Business Services Office.

- **Property Coordinator:** Maintain records for all logged and tracked SOLID/OIO property, conduct property audits, and coordinate the removal of obsolete and damaged property. Serve as liaison between SOLID/OIO and DCA's Business Services Office.
- **Reporting:** Complete reporting, including records retention documents and unit activity reports.
- **Technology Services Liaison:** Assist with software license, network access, telecommunication, computer software, and hardware issues for SOLID/OIO employees. Assist with requests for assistance from OIS, including help-tickets, as needed. Serve as liaison between SOLID/OIO and DCA's OIS.
- **Training Liaison:** Support the training team with various project requests related to learning and development, training compliance, and mandatory training initiatives that may impact DCA employees, Training Liaisons, and/or Board and Bureau Members.
- **Travel Liaison:** Answer SOLID/OIO staff travel related questions, assist staff with booking travel, access to travel related portals, and completion of travel expense claims. Serve as a liaison between SOLID/OIO and the DCA Travel Unit.

10% (E) Survey Consultation and Development

Provide expert consultation to clients regarding survey best practices. Develop custom-made surveys in partnership with the client, host surveys using the SOLID's survey platform, and download and deliver results to the client. Maintain consumer satisfaction surveys, sending scheduled reports to clients, and address client questions and/or concerns.

5% (M) Review Deliverables

Participate in peer reviews by reviewing planning team deliverables and providing helpful feedback to ensure SOLID Planning products are clear, accessible, and inclusive,

5% (M) Special Projects

Performs a variety of analytical assignments and special projects in support of SOLID and OIO. Performs other related duties and special assignments as directed by management.

B. Supervision Received

The Analyst II reports directly to and receives the majority of assignments from the Supervisor I; however, direction and assignments may also be received from the Supervisor II and/or Training Manager.

C. Supervision Exercised

None

D. Administrative Responsibility

None

E. Personal Contacts

The Analyst II interacts with various contacts daily. Contacts include department employees, Board Executive Officers and Bureau Chiefs, appointed Board and Bureau members, Board and Bureau staff, centralized services leadership and employees, executive office staff, other state and governmental agencies, various control agencies, public entities, and members of the public.

F. Actions and Consequences

Inability to work effectively could impact the ability for SOLID/OIO units to operate efficiently and may disrupt daily operations resulting in increased costs, errors, rework, and time to deliver products and services to SOLID/OIO clients. Failure to properly support SOLID/OIO could result in lack of efficient and effective work and could discredit the department and harm its reputation.

G. Functional Requirements

The incumbent works 40 hours per week in an office setting, with artificial light and temperature control. Workstations may be shared, temporarily, and of a modular structure. Daily access to and use of a personal computer and telephone is essential. Sitting and standing requirements are consistent with office work. During meeting setup and facilitation, the position requires bending, kneeling, standing, walking, twisting, reaching, and moving furniture and equipment. The position requires working at a computer for long periods of time, as well as standing and walking around for extended periods of time when facilitating a meeting or event.

H. Other Information

Incumbent must possess good communication skills, use good judgment and discretion, exercise creativity and flexibility in problem identification and resolution, manage time and resources effectively, work efficiently and cooperatively with others, maintain consistent and regular attendance, work under changing priorities or deadlines, exhibit courteous and professional behavior towards others, and be responsive to DCA management needs.

The Incumbent must also possess knowledge of modern office methods, supplies, and equipment and a variety of computer software including Microsoft Office, database, and desktop publishing.

In all job functions, employees are responsible for creating an inclusive, safe, and secure work environment that values diverse cultures, perspectives, and experiences, and is free from discrimination. Employees are expected to provide all members of the public with equitable services and treatment, collaborate with underserved communities and tribal governments, and work toward improving outcomes for all Californians.

I have read and understand the duties listed above and I can perform these duties with or without reasonable accommodation. (If you believe reasonable accommodation is necessary, discuss your concerns with the hiring supervisor. If unsure of a need for reasonable accommodation, inform the hiring supervisor, who will discuss your concerns with the Health & Safety Analyst.)

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Employee Signature Date

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Employee's Printed Name

I have discussed the duties of this position with and have provided a copy of this duty statement to the employee named above.

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Supervisor Signature Date

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Supervisor's Printed Name, Classification

Revised: 09/23/2026
Approved: 10/14/2026 HM