



DUTY STATEMENT

CLASSIFICATION	DIVISION
Analyst II	Programs Division
WORKING TITLE	BRANCH / UNIT
Analyst II	Energy & Environmental Services / LIHEAP Utility Assistance Technical Support Unit
POSITION NUMBER	COLLECTIVE BARGAINING UNIT
016-281-5393-002	R01
EMPLOYEE NAME	EFFECTIVE DATE

CSD Mission:

The mission of the Department of Community Services and Development (CSD) is to improve the economic security of vulnerable Californians through programs and partnerships that support the state's diverse communities.

Position Summary:

Under supervision of the Supervisor I, the Analyst II serves as a member of the technical support unit and is responsible for providing technical and programmatic support to the Energy Branch's data collection and reporting systems and processes, and core administrative work products for the Low-Income Home Energy Assistance Program (LIHEAP), Supplemental Low Income Home Energy Assistance Program (SLIHEAP), Department of Energy (DOE) Weatherization Assistance and Low-Income Weatherization Programs. Duties include, but are not limited to, the following:

Essential Functions:

- 30% Responsible for developing and maintaining current and accurate data for the Energy Branch's work products. Remain updated and current on the knowledge of the applicable software and automated systems (i.e. Combined Outcome Reporting Engine (CORE), Expenditure Activity Reporting System (EARS), Financial Management Module (FMM), Payables, Accounts Receivable and Contracts System (PARC), Enterprise Combined Outcome Reporting Engine (eCORE) Weatherization Database for data collection and maintenance of program evaluation and management tools designed to provide project status, expenditure status reports, and other programmatic updates.
- 20% Review and evaluate agency expenditure reports. Troubleshoot and communicate with agencies when reports do not reconcile. Process and forward agency expenditures to ensure payment requests are submitted to Fiscal Services Unit (FSU) timely. Work in collaboration with the Field Operations Unit to inform the field staff on issues related to expenditure processing and Contractor payments. Resolve payment discrepancies in coordination with FSU, State Controller's Office (SCO) and/or utility

companies. Work in collaboration with agencies to research and review customer documentation, program laws, rules and regulations to resolve or respond to customer complaints on service delivery and denial of services. Respond to daily Help Desk emails.

- 20% Provide technical assistance to Local Service Providers (LSP) on use of EARS, CORE, eCORE and related automation. Assist local service providers and third-party vendors to troubleshoot system issues and coordinate with Information Technology (IT) Unit to resolve. Maintain issues/troubleshoot log. Coordinate and assist with the testing of system changes and upgrades. Send out communications to Local Service Providers. Participate in workgroup discussions and weekly IT triage meetings. Collaborate with unit to create webinars, training for the annual start up package and eligibility guide, system, and process changes.
- 20% Receive and review incoming contracts including, but not limited to, Direct Pay Utility and agency contracts; review allocation information to ensure accuracy and verify receipt of all required documents; inform agency of incomplete or deficient documents; identify and communicate timelines to agency to ensure contract and federal requirements are met; create and maintain various spreadsheets identifying pertinent contract information; forward completed contracts to the FSU for execution. Identify, maintain, and update any policy or procedural changes of processes and/or the law. Create manuals and desk procedures. Inform management of any outstanding items and prepare reports, as needed, by management and departmental staff. Continually identify ways for process improvements. Assist with high level complaints and appeals, acting as liaison between the client and legal team.
- 5% Assist with Home Energy Assistance Program (HEAP) payment returns in CORE and reissue payments, research uncashed payments over one year old, process redeposits that are undeliverable into CORE. Process utility assistance fund transfers in CORE and EARS and update funding spreadsheets Back up on weekly pay runs, post direct pay and SCO files to the File Transfer Protocol (FTP) site, liaison to utility companies, process manual claims and train Call Center staff, as needed, on direct pay issues and questions.

Marginal Functions:

- 5% Perform other duties as required and consistent with department needs in alignment with the Analyst II class specifications. Participate in activities that contribute to professional growth and development.

Supervision Received:

The Analyst II receives supervision from the Supervisor I and may receive guidance from the Supervisor II, Section Manager and Manager II, Branch Chief. May receive training and guidance from other Analyst II.

Supervision Exercised:

None.

Personal Contacts:

The incumbent is in daily contact with departmental management and program staff, the Department of Community Services and Development (CSD) contract unit, Federal and State agency personnel, and the public.

Responsibility for Decisions and Consequences of Error:

Failure to comply with or assure compliance with applicable Federal/State laws, or Federal/State regulations, may result in loss of funding, and ineffective services to contractors and the low-income population served.

Conduct, Attendance, and Performance Expectations

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

This position performs administrative duties including, but not limited to: adheres to Department policies, rules, and procedures; submits administrative requests including leave, overtime, travel, and training in a timely and appropriate manner; accurately reports time; and submits time sheets by the due date.

Working Conditions:

- To promote collaboration, team cohesion, and employee development, CSD operates on a hybrid schedule in accordance with both Statewide and CSD's Telework Policies.
- Work at an alternate work location must be conducted in a space that is ergonomically sound, private, distraction-free, and has safe working conditions to be eligible to telework.
- Work performed in the office is in a climate-controlled building with both natural and artificial lighting.
- Work requires sitting for an extended period using a personal computer and the use of standard office equipment, such as phones, copiers, or scanners.
- Occasional travel may be required to attend meetings, training, and other job-related events.

Competencies:

- Customer Service – Personifies CSD's number one objective, which is to provide clear, correct, courteous, complete, concise and competent services to all internal and external customers.
- Communication – Listens, writes, and presents ideas, opinions, and information in diverse situations.
- Resilience – Overcomes challenges, does the job, and remains optimistic under pressure and adversity.
- Diversity and Inclusion – Works effectively in an inclusive workplace where individual differences and perspectives are respected and leveraged to achieve organizational goals.

- Innovative – Demonstrates curiosity, develops new insights, considers creative approaches and applies novel solutions.
- Interpersonal Skills – Interacts positively with courtesy, sensitivity and respect with a variety of individuals and makes every effort to understand and relate to others.
- Collaboration - Develops, maintains, and strengthens relationships while working together to achieve results.
- Digital Fluency – Use technology effectively in the performance of one's job. Includes the integration and acceptance of new technology when appropriate.
- Accountable – Makes decisions and remains accountable for those decisions.
- Reliable – Understands the importance of meeting deadlines and following through on commitments.

Conflict of Interest: This position is subject to Title 16, section 3830 of the California Code of Regulations. The incumbent is required to submit a Statement of Economic Interests (Form 700) within 30 days of assuming office, annually by April 1st, and within 30 days of leaving office.

Employee Acknowledgement:

I have read and understand the duties and requirements listed above. I am able to perform these duties with or without reasonable accommodation. (If reasonable accommodation is necessary, please complete a Reasonable Accommodation Request Form from CSD Human Resources, Reasonable Accommodation Coordinator.)

Employee Signature

Date

Supervisor Acknowledgement:

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

Supervisor Signature

Date

Supervisor:

After signatures are obtained, make 3 copies:

- Send a copy to CSD HR (csd.hr@csd.ca.gov)
- Provide a copy to the Employee
- File a copy in the Supervisor's drop file