

JOB DESCRIPTION AND POSITION CLASSIFICATION

CLASSIFICATION Analyst II		DWR POSITION NUMBER 2012-5393-005/034	SAP POSITION NUMBER 50000836/50103123	MCR 1
APPOINTEE Vacant		SAP PERSONNEL NO. TBD	DIVISION/SECTION O&M/ADM-AFM/Change Management Comms Sec	
COLLECTIVE BARGAINING IDENTIFIER Management Related BU: ☐ Supervisory Related BU: ☐ Confidential Related BU: ☒ Rank and File BU: R01				
RESPONSIBILITIES EXERCISED ☐ Supervisory ☐ Lead Person		IMMEDIATE SUPERVISOR (Print) Lucia Stewart	SUPERVISOR'S CLASSIFICATION Supervisor I	
APPROVED BY (Personnel Analyst's Name) Taylor Marshall			DATE 10/20/2026	
<i>Percent of Time</i>	<i>Activity</i>			
30%	POSITION SUMMARY Under the general direction of the Supervisor I, Change Management Communications Section (CMCS), the Analyst II position performs a variety of complex analytical assignments including assisting in the development and implementation of change management plans and strategies, tracking and reporting progress, and supporting communication and documentation efforts related to change management communications. Responsibilities include coordinating engagement across offices and field divisions, researching and recommending improvements to policies and procedures, and preparing materials for presentations, meetings, and employee surveys. Additionally, the role supports the creation and maintenance of communication materials, analyzes feedback, and helps coordinate events such as workshops and webinars. It also involves assisting in training development, supporting contractor submittals, and ensuring compliance with change management contracts and fiscal processes for the Division of Operations and Maintenance (O&M). ESSENTIAL FUNCTIONS This position requires that the incumbent work cooperatively with all levels of staff, communicate effectively both verbally and in writing, and maintain regular, consistent, and predictable attendance. Requires a high degree of initiative and independent judgment in regularly performing the more difficult duties, and meeting deadlines. This position requires the incumbent to take initiative; reason logically and creatively; research and analyze data from multiple resources; develop and evaluate alternatives; effectively use available data sources; make recommendations to management; and work under tight time constraints and handle changing priorities effectively in order to complete work assignments. The specific essential duties include, but are not limited to, the following: Develop and implement change management plans and strategies independently to achieve successful organizational change and ensure smooth transitions by aligning with O&M initiative objectives. Coordinate, support, track, and report updates related to change management activities and communication plans independently, utilizing tools such as project management software (e.g., Project), communication platforms (e.g., Outlook, Teams), and data visualization tools (e.g.,			
SUPERVISOR'S STATEMENT: I HAVE DISCUSSED THE DUTIES OF THE POSITION WITH THE EMPLOYEE.				
SUPERVISOR'S NAME (Print) Lucia Stewart		SUPERVISOR'S SIGNATURE ➤		DATE
EMPLOYEE'S STATEMENT: I HAVE DISCUSSED WITH MY SUPERVISOR THE DUTIES OF THE POSITION AND HAVE RECEIVED A COPY OF THE DUTY STATEMENT.				
EMPLOYEE'S NAME (Print) Vacant		EMPLOYEE'S SIGNATURE ➤		DATE

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	PowerBi, Excel) to ensure timely execution and provide clear visibility of progress to stakeholders, while adhering to established processes for tracking milestones, managing risks, and maintaining consistent communication protocols. Review and support change management communications work products and plans (including internal and external communication briefs, email templates, newsletters, presentations, training materials, FAQs, and stakeholder engagement plans) to ensure they effectively communicate the purpose, benefits, and impacts of the change to foster engagement, buy-in from all stakeholders, and consistency in messaging. Review change management intake forms and related documentation including contracts, policies, plans, and reports independently to assess their alignment with the change management strategy and ensure all necessary elements are addressed for successful implementation.			
25%	Independently coordinate engagement and communication activities across O&M offices and field divisions related to change management, including creating presentations and visual media. Independently research, analyze, and recommend changes to change management policies, procedures, and communications documents. Independently prepare materials for presentations, meetings, and employee feedback surveys related to change management and draft meeting minutes and/or follow-up documents. Analyze feedback surveys using data analysis tools such as Excel, Forms, or Power BI, for trends and for areas of improvement in the effectiveness of change management communications. Based on the insights gathered, recommend improvements using refined messaging, adjusted communication channels, or addressing specific concerns raised by stakeholders.			
20%	Report and develop training measures and analyze metrics from SAP and the Delta Learning Management System independently to assess the effectiveness of change management training programs and ensure they align with organizational goals of improving adoption and performance. Support the development and delivery of change management training materials and courses independently by collaborating with O&M staff to create and implement instructional design guidelines that cater to different learning needs, ensuring consistency and clarity in the training process. This support includes providing resources, feedback, and assistance in refining content, facilitating sessions, and ensuring that the training equips employees with the necessary skills and knowledge to successfully navigate the change, ultimately driving smoother transitions and increased engagement.			
20%	Independently create and maintain internal and external communication materials, such as newsletters, bulletins, and informational documents, to ensure consistency with change management strategies. Independently assist in coordinating communication-related events such as workshops, webinars, and meetings, ensuring they align with the overall goals and objectives of the change management process. Provide analytical support for contractor submittals and invoices, ensuring timely payments with Fiscal Services and O&M Contract Services.			
5%	Support the development, administration, and compliance of change management contracts, coordinating with O&M management and contract services. Perform other activities as necessary.			

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	KNOWLEDGE, SKILLS, AND ABILITIES Must work well with other people and varied personalities and be able to adapt to changes in priorities of assignments, based on operational needs. Must be able to work at a desk and/or computer for extended periods of time; operate a computer and have basic knowledge and experience of Microsoft Office applications and possess strong oral and written communication skills. Must possess strong visual communication skills and familiarity with basic graphic design tools (e.g. Adobe Express). Must follow established safety procedures inherent in the job and handle urgent or conflict situations as well as ability to act independently. SPECIAL REQUIREMENTS Employee is required to successfully complete all safety training related to the functions of the job. All employees are responsible for contributing to an inclusive, safe, and secure work environment that values diverse cultures, perspectives, and experiences, and is free from discrimination. Travel throughout the state will be required. The Department of Water Resources (DWR) is committed to its mission and employees, and we are grounded in our commitment to public safety. Regular and consistent attendance is essential to the successful performance in this position. OTHER REQUIREMENTS This position provides necessary support to the Divisions of Flood Management, Safety of Dams, Operations and Maintenance, Engineering, and/or the Public Affairs Office during Governor declared emergencies, flood, dam, SWP, and other incidents and emergencies. Additionally, this position may participate in emergency operations in the capacity of area teams, field inspection, coordination, and assist agencies such as California Office of Emergency Services (OES) and Federal Emergency Management Agency (FEMA) in disaster work, including performing fieldwork to complete damage survey reports for droughts, flooding, earthquakes, and other emergencies. This position may also serve in one of the sections as established in the Incident Command System to assist the Department in performing its emergency preparedness, response, recovery, and mitigation functions. These functions are established in the California State Emergency Plan and the Department's Administrative Orders.			