

POSITION STATEMENT

1. POSITION INFORMATION

CIVIL SERVICE CLASSIFICATION: Analyst II	WORKING TITLE: Virtual Contact Center (VCC) Services and Adherence Lead Analyst
NAME OF INCUMBENT: <i>Click here to enter text.</i>	POSITION NUMBER: 280-355-5393-976
SECTION/UNIT: VCC and Workforce Operations Sections/VCC Services and Adherence Unit	SUPERVISOR'S NAME: Kassandra Garcia
DIVISION: Unemployment Insurance Command Center Division	SUPERVISOR'S CLASSIFICATION: Supervisor I
BRANCH: Unemployment Insurance Branch (UIB)	REVISION DATE: 2/19/2026

Duties Based on: ☒ Full Time ☐ Part Time – Fraction _____ ☐ Temporary – _____ hours

2. REQUIREMENTS OF POSITION

Check all that apply:

- | | |
|---|--|
| ☐ Conflict of Interest Filing (Form 700) Required | ☐ Call Center/Counter Environment |
| ☒ May be Required to Work in Multiple Locations | ☒ Requires Fingerprinting & Background Check |
| ☐ Requires DMV Pull Notice | ☐ Bilingual Fluency (<i>specify below in Description</i>) |
| ☒ Travel May be Required | ☐ Other (<i>specify below in Description</i>) |

Description of Position Requirements (*e.g., qualified Veteran, Class C driver's license, bilingual, frequent travel, graveyard/swing shift, etc.*):

Frequent travel to the closest EDD UI Field Office or Sacramento Central Office for equipment exchange or as needed.

3. DUTIES AND RESPONSIBILITIES OF POSITION

Summary Statement (Briefly describe the position's organizational setting and major functions):

Under the general direction of the Supervisor I, the Analyst II independently performs the more complex and sensitive tasks to plan, organize, and complete the administrative services, real-time, and intraday adherence activities for the UIB. The incumbent performs the more difficult and complex analytical and technical analyses for the UI Command Center Division (UICCD) pertaining to the strategic planning, innovation, and implementation activities associated with the UIB, including, but not limited to, the following:

- Completes additions, modifications, and deletions of staff profiles in the VCC platform;
- Monitors and reviews real-time and intraday staff performance on the VCC platform;
- Monitors and reviews intraday performance and performance reports;
- Monitors and reviews staffing resources optimization;
- Develops, monitors, and reviews thresholds and VCC queues;
- Develops, monitors, and reviews adherence and exception reporting criteria;
- Develops and provides recommendations for daily VCC staffing outlooks;
- Develops, analyzes, and reviews data and reporting of key performance indicators and metrics for optimal contact center performance;
- Monitors and optimizes performance and workflow processes for the VCC;

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- Participates in department-wide and UI Branch workgroups;
- Reviews and develops presentations and reports;
- Provides training to field offices on workload and operational-related activities and issues;
- Acts as a lead liaison to support and facilitate inter-office, division, or branch-wide coordination efforts for the VCC platform activities

The incumbent works closely with staff and management from the UICCD, UI Northern Operations Division, UI Southern Operations Division, UI Integrity and Accounting Division, UI Support Division, Information Technology Branch (ITB), and vendors, and is responsible for the administrative and adherence activities of the VCC platform from a technical and operational perspective for the UI Branch. The incumbent will be responsible for providing time-sensitive information to stakeholders across the UIB. The incumbent interacts directly with a variety of management levels, project team members, internal and external stakeholders, and vendors to ensure service requests are processed timely for staffing modifications for the VCC platform (e.g., additions, modifications, removals, skilling updates, etc.), performs real-time intraday management of agents assigned to the VCC to ensure staffing needs are appropriately allocated to meet Service Level Agreements, monitoring call campaigns, scheduled callbacks, virtual hold appointments, and real-time adherence functions associated to the UI Customer Service Center (UICSC). The incumbent will develop, monitor, and actively participate in activities related to the administration and workforce management for the UI Branch, including, but not limited to, monitoring and managing the VCC platform by ensuring service requests are processed in a timely manner, ensuring staffing allocations and resources align to achieve projected workload forecasts, ensuring call volumes are managed to achieve optimal performance and claim processing timelines and SLAs are met, and the oversight for real-time adherence. As a lead analyst, the incumbent maintains knowledge of the business environment, systems, and external factors/trends related to technological enhancements/upgrades, industry-standard technologies, staffing allocations, resource planning, and workload needs. The incumbent performs lead research and analyses, acts as a Subject Matter Expert, and participates in and facilitates branch-wide workgroups and projects.

Percentage of Duties**Essential Functions**

40%

Performs the more complex and varied tasks and techniques to work as a liaison among team members, internal and external stakeholders, and vendors to analyze and monitor staffing allocations and resources to ensure projected workload forecasts align with intraday and real-time projections to achieve established SLAs and claim processing timelines, and optimal customer service is provided to UI customers. Monitors the VCC platform for real-time and intraday adherence of agents assigned to the UICSC. Performs the administration and management of the VCC platform by ensuring the timely processing of requests received (e.g., staffing additions, modifications, deletions, skilling updates, etc.) and validation of staffing resources for the UI Branch associated with call campaigns (e.g., incoming and outgoing calls, scheduled callbacks, virtual hold appointments, etc.). Develops and reviews daily, weekly, monthly, and ad-hoc reports and tools to determine operational efficiencies of the UICSC.

35%

Independently works with other managers within UI Branch, ITB, various other branches, and vendors to share information and coordinate activities; participating in group discussions regarding the administrative and operational functions of the VCC platform are being achieved; attending management team and unit meetings; keeping apprised of Department, Branch, and division issues; communicating with the VCC Services and Adherence team about issues that could affect contact center operations. Reviews and monitors the routing and skilling strategies, staffing forecast recommendations, planned

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20%	<p>and unplanned leave, schedule optimization, threshold/queue monitoring, adherence/exception reporting, and intraday performance for the UI Branch and identifies areas for improvement, coordinating with other divisions on shared issues and processes. Collaborating, facilitating, and leading meetings with team members, stakeholders, and vendors for the administrative and adherence activities of the UICSC. Developing and overseeing the review of the VCC platform, key metrics, real-time adherence, and staffing allocations and resources are presented and reported accurately. Providing expert consultation and impact analysis relative to the UI Branch's business processes, policies/procedures, and conveying important/sensitive information to impacted management, staff, stakeholders, and vendors.</p> <p>Employs business process re-engineering methodologies in order to streamline efficiencies in the workflow process. Leads and facilitates project-related activities and workgroups. Act as lead on coordinated projects and implementations of new procedures and tools. Facilitates meetings with UIB representatives and project teams. Provides lead consultation and impact analysis relative to UI systems, processes, and policies.</p>
Percentage of Duties	Marginal Functions
5%	Performs other duties as assigned.
4. WORK ENVIRONMENT <i>(Choose all that apply)</i>	
Standing: Occasionally - activity occurs < 33%	Sitting: Frequently - activity occurs 33% to 66%
Walking: Occasionally - activity occurs < 33%	Temperature: Temperature Controlled Office Environment
Lighting: Artificial Lighting	Pushing/Pulling: Occasionally - activity occurs < 33%
Lifting: Occasionally - activity occurs < 33%	Bending/Stooping: Occasionally - activity occurs < 33%
Other: <i>Click here to enter text.</i>	
Type of environment:	
☐ High Rise ☒ Cubicle ☐ Warehouse ☐ Outdoors ☐ Other:	
Interaction with customers:	
☐ Required to work in the lobby ☐ Required to work at a public counter ☒ Required to assist customers on the phone ☐ Required to assist customers in person ☐ Other:	
5. SUPERVISION	
N/A	
6. SIGNATURES	
Employee's Statement:	
<i>I have reviewed and discussed the duties and responsibilities of this position with my supervisor and have received a copy of the Position Statement.</i>	
Employee's Name:	
Employee's Signature:	Date:
Supervisor's Statement:	
<i>I have reviewed the duties and responsibilities of this position and have provided a copy of the Position Statement to the employee.</i>	
Supervisor's Name:	

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Supervisor's Signature:

Date:

7. HRSD USE ONLY

Personnel Management Group (PMG) Approval

☒ Duties meet class specifications and allocation guidelines.	PMG Analyst initials	Date approved
☐ Exceptional allocation, 625 on file.	NW	3/13/2026

Reasonable Accommodation Unit use ONLY (*completed after appointment, if needed*)

If a Reasonable Accommodation is necessary, please complete a Request for Reasonable Accommodation (DE 8421) form and submit to Human Resource Services Division (HRSD), Reasonable Accommodation Coordinator.

List any Reasonable Accommodations made:

Click here to enter text.

Supervisor: After signatures are obtained, make 2 copies:

- Send a copy to HRSD (via your Attendance Clerk) to file in the employee's Official Personnel File (OPF)
- Provide a copy to the employee
- File original in the supervisor's drop file

POSITION STATEMENT

1. POSITION INFORMATION	
CIVIL SERVICE CLASSIFICATION: Analyst I	WORKING TITLE: Virtual Contact Center (VCC) Services and Adherence Analyst
NAME OF INCUMBENT: <i>Click here to enter text.</i>	POSITION NUMBER: 280-355-5157-976
SECTION/UNIT: VCC and Workforce Operations Section/VCC Services and Adherence Unit	SUPERVISOR'S NAME: Kassandra Garcia
DIVISION: Unemployment Insurance Command Center Division	SUPERVISOR'S CLASSIFICATION: Supervisor I
BRANCH: Unemployment Insurance Branch (UIB)	REVISION DATE: 2/19/2026
Duties Based on: ☒ Full Time ☐ Part Time – Fraction _____ ☐ Temporary – _____ hours	
2. REQUIREMENTS OF POSITION	
Check all that apply: <div style="display: flex; flex-wrap: wrap;"> <div style="width: 50%;"> ☐ Conflict of Interest Filing (Form 700) Required ☒ May be Required to Work in Multiple Locations ☐ Requires DMV Pull Notice ☒ Travel May be Required </div> <div style="width: 50%;"> ☐ Call Center/Counter Environment ☒ Requires Fingerprinting & Background Check ☐ Bilingual Fluency (<i>specify below in Description</i>) ☐ Other (<i>specify below in Description</i>) </div> </div>	
Description of Position Requirements (<i>e.g., qualified Veteran, Class C driver's license, bilingual, frequent travel, graveyard/swing shift, etc.</i>): Frequent travel to the closest EDD UI Field Office or Sacramento Central Office for equipment exchange or as needed.	
3. DUTIES AND RESPONSIBILITIES OF POSITION	
Summary Statement (Briefly describe the position's organizational setting and major functions): Under the supervision of the Supervisor I, the Analyst I works collaboratively with a team and performs the less difficult and routine tasks to plan, organize, and complete the administrative services, real-time, and intraday adherence activities for the UIB. The incumbent will learn to perform the routine analytical and technical analyses for the UI Command Center Division (UICCD) pertaining to the administrative services, real-time, and intraday adherence activities associated with the UIB, including, but not limited to, the following: <ul style="list-style-type: none"> Completes additions, modifications, and/or deletions of staff profiles in the VCC platform; Monitors and reviews real-time and intraday staff performance on the VCC platform; Monitors and reviews intraday performance and performance reports; Monitors and reviews staffing resources optimization; Develops, monitors, and reviews thresholds and VCC queues; Develops, monitors, and reviews adherence and exception reporting criteria; Develops and provides recommendations for daily VCC staffing outlooks; Develops, analyzes, and reviews data and reporting of key performance indicators and metrics for optimal contact center performance; 	

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- Monitors and optimizes performance and workflow processes for the VCC;
- Participates in department-wide and UI Branch workgroups;
- Reviews and develops presentations and reports;
- Provides training to field offices on workload and operational-related activities and issues;
- Acts as a liaison to support and facilitate inter-office, division, or branch-wide coordination efforts for the VCC platform activities

With the Lead analyst's guidance, the incumbent works closely with staff and management from the UICCD, UI Northern Operations Division, UI Southern Operations Division, UI Integrity and Accounting Division, UI Support Division, Information Technology Branch (ITB), and vendors and is responsible for the administrative and adherence activities of the VCC platform from a technical and operational perspective for the UI Branch. The incumbent will be responsible for providing time-sensitive information to stakeholders across the UIB. The incumbent interacts directly with a variety of management levels, project team members, internal and external stakeholders, and vendors to ensure service requests are processed timely for staffing modification for the VCC platform (e.g., additions, modifications, removals, skilling updates, etc.), performs real-time intraday management of agents assigned to the VCC to ensure staffing needs are appropriately allocated to meet Service Level Agreements, monitoring call campaigns, scheduled callbacks, virtual hold appointments, and real-time adherence functions associated to the UI Customer Service Center (UICSC). The incumbent will learn to develop, monitor, and actively participate in activities related to the administration and workforce management for the UI Branch, including, but not limited to, monitoring and managing the VCC platform by ensuring service requests are processed in a timely manner, ensuring staffing allocations and resources align to achieve projected workload forecasts, ensuring call volumes are managed to achieve optimal performance and claim processing timelines and SLAs are met, and the oversight for real-time adherence. The incumbent must maintain knowledge of the business environment, systems, and external factors/trends related to staffing allocations, resource planning, and workload needs. The incumbent will learn to perform research and analysis, act as a Subject Matter Expert, and participate in branch-wide workgroups and projects.

Percentage of Duties**Essential Functions**

40%

Collaborates with the lead analyst, staff, and management, the incumbent will learn to perform the less complex and routine tasks using varied techniques to work as a liaison among team members, internal and external stakeholders, and vendors to analyze and monitor staffing allocations and resources to ensure projected workload forecasts align with intraday and real-time projections to achieve established SLAs and claim processing timelines and optimal customer service is provided to UI customers. Monitors the VCC platform for the real-time and intraday adherence of agents assigned to the UICSC. Performs the administration and management of the VCC platform by ensuring the timely processing of requests received (e.g., staffing additions, modifications, deletions, skilling updates, etc.) and validation of staffing resources for the UI Branch associated with call campaigns (e.g., incoming and outgoing calls, scheduled callbacks, virtual hold appointments, etc.). Assists the Lead with developing and reviewing daily, weekly, monthly, and ad-hoc reports and tools to determine operational efficiencies of the UICSC.

35%

With the Lead's guidance and in a learning and developmental capacity, the incumbent will assist other managers within the UI Branch, ITB, various other branches, and vendors to share information and coordinate activities; participating in group discussions regarding the administrative and operational functions of the VCC platform are being achieved; attending management team and unit meetings; keeping apprised of Department, Branch, and division issues; communicating with the VCC Services and Adherence team about issues

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20%	<p>that could affect contact center operations. Reviews and monitors the routing and skilling strategies, staffing forecast recommendations, planned and unplanned leave, schedule optimization, threshold/queue monitoring, adherence/exception reporting, and intraday performance for the UI Branch and identifies areas for improvement, coordinating with other divisions on shared issues and processes. Collaborating, facilitating, and attending meetings with team members, stakeholders, and vendors for the administrative and adherence activities of the UICSC. Developing and overseeing the review of the VCC platform, key metrics, real-time adherence, and staffing allocations and resources are presented and reported accurately. Providing expert consultation and impact analysis relative to the UI Branch's business processes, policies/procedures, and conveying important/sensitive information to impacted management, staff, stakeholders, and vendors.</p> <p>Assists the Lead with employing business process re-engineering methodologies to streamline efficiencies in the workflow process. Participates in project-related activities and workgroups. Participates in coordinated projects and implementations of new procedures and tools. Assists the Lead with facilitating meetings with UIB representatives and project teams. Provides consultation and impact analysis relative to UI systems, processes, and policies.</p>
5%	Performs other duties as assigned.

4. WORK ENVIRONMENT *(Choose all that apply)*

Standing: Occasionally - activity occurs < 33%	Sitting: Frequently - activity occurs 33% to 66%
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Type of environment:
☐ High Rise ☒ Cubicle ☐ Warehouse ☐ Outdoors ☐ Other:
Interaction with customers:
☐ Required to work in the lobby ☐ Required to work at a public counter
☒ Required to assist customers on the phone ☐ Required to assist customers in person
☐ Other:
5. SUPERVISION

N/A

6. SIGNATURES**Employee's Statement:**

I have reviewed and discussed the duties and responsibilities of this position with my supervisor and have received a copy of the Position Statement.

Employee's Name:

Employee's Signature:

Date:

Supervisor's Statement:

I have reviewed the duties and responsibilities of this position and have provided a copy of the Position Statement to the employee.

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Position Number
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Supervisor's Name:

Supervisor's Signature:

Date:

7. HRSD USE ONLY

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