Employment Development Department
State of California

☒ Current
☐ Proposed

POSITION STATEMENT

1. POSITION INFORMATION	
CIVIL SERVICE CLASSIFICATION:	WORKING TITLE:
Analyst II	Workforce Governance Analyst
NAME OF INCUMBENT:	POSITION NUMBER:
	280-227-5393-976
OFFICE/SECTION/UNIT:	SUPERVISOR'S NAME:
Workforce Governance Unit	
DIVISION:	SUPERVISOR'S CLASSIFICATION:
Command Center, ARU 227	Supervisor I
BRANCH:	REVISION DATE:
Disability Insurance	1/29/2026

Duties Based on: ☒ FT ☐ PT– Fraction _____ ☐ INT ☐ Temporary – _____ hours

2. REQUIREMENTS OF POSITION

Check all that apply:

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

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

5% to 10% travel may be required within California

3. DUTIES AND RESPONSIBILITIES OF POSITION

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

The Disability Insurance (DI) Branch's Workforce Governance Unit is responsible for planning, organizing and completing workload-related activities such as forecasting and planning for the DI branch utilizing the Workforce Management (WFM) and Integrated Contact Center (ICC) and other identified systems, and develops recommendations to provide to the DI Branch management.

Under the direction of the Supervisor I, the Analyst II independently performs complex and sensitive analyses for the DI Command Center Division, pertaining to the DI Branch's workload forecasting and planning activities and initiatives. The incumbent performs the more difficult and complex analyses for the DI Command Center Division and is responsible for a full range of business process and project management activities.

The incumbent works closely with staff and management across the DI Branch, to ensure critical collection of DI workload data used to support the DI program's workload management, planning and forecasting in addition to data analysis to understand workload trends based on the cyclical nature and economic factors that impact the DI program. The incumbent must have the ability to work in a fast-paced environment and

possess strong communication skills (written and verbal), as they will be responsible for providing data-driven, time sensitive information and recommendations to stakeholders across the DI Branch.

Percentage of Duties	Essential Functions
40%	Performs the most complex and varied tasks and techniques to develop and analyze workload forecasts andplanning data trends/data models, and data analysis/analytics to ensure SLAs are achieved, the DI Branch workloads are optimized and claim processing timelines are met. Independently works on the documentation, quality, and validation of workload forecasts, planning, and data trends/data models, and data analysis/analytics in order to achieve projected forecasts for SLAs, workloads, and resources (projected versus actual forecasts). Assimilates data from multiple sources to complete all workload forecasts, planning, and scheduling functions. Utilizes effective communication to convey time sensitive information regarding status updates and changes/modifications of established projected forecasts to ensure SLAs and DI Branch workloads are addressed in a timely manner. Works directly with team members and members of management to ensure workload inventories are optimized. Serves as a point of contact for operations managers to respond to WFM questions. Develops analysis and modeling for each business unit's operational wins and opportunities and provides to management.
30%	Independently works with other key stakeholders with the DI Branch sharing information and coordinating activities; facilitating meetings and work group discussions; and communicating with the unit Supervisor I regarding issues that could affect DI workloads, SLAs, and claim processing timelines. Provides information on workload forecasts andplanning, data model trends for the DI Branch and identifies areas for improvement, coordinating with other divisions on shared issues and processes. Coordinates activities with other divisions to communicate a uniform application of DI program regarding workload forecasting and planningoutcome activities. Creates and oversees the review of reported metrics, dashboards, and data queries for the accuracy of data presented. Develops ad-hoc reports.
20%	Employs business process re-engineering methodologies into WFM strategies in order to streamline efficiencies in the workflow planning process. Leads and facilitates project-related activities and work groups. Acts as the primary contact on projects and implementation of new procedures and tools. Facilitates meetings with DI Branch representative and project teams. Provides lead consultation and impact analysis relative to DI systems, processes, and policies.
5%	Cross-trains on all analytical WFM functions within the Command Center.
Percentage of Duties	**Marginal Functions**
5%	Performs other duties as assigned.

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

Standing: Occasionally - activity occurs < 33%	Sitting: Continuously - activity occurs > 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: *Click here to enter text.*	

Civil Service Classification	Position Number
Analyst II	280-227-5393-976

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 EXERCISED:
(List total per each classification of staff)

Click here to enter text.

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.

Supervisor's Name:

Supervisor's Signature: Date:

7. HRSD USE ONLY

Classification and Pay Group (CPG) Approval

☒ Duties meet class specification and allocation guidelines. ☐ Exceptional allocation, STD-625 on file.	CPG Analyst Initials	Date Approved
	AF	10/27/2026

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:

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

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Workforce Governance Unit	*Click here to enter text.*
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(Briefly describe the position's organizational setting and major functions)

The Disability Insurance (DI) Branch's Workforce Governance Unit is responsible for planning, organizing and completing workload-related activities such as forecasting andplanningfor the DI Branch utilizing the Workforce Management (WFM) and Integrated Contact Center (VCC) and other identified systems, and develops recommendations to provide to the DI Branch management.

Under the supervision of the Supervisor I, the Analyst I works collaboratively with a team to complete sensitive analyses for the DI Command Center Division, pertaining to the DI Branch's workload forecasting andplanning activities and initiatives. The incumbent performs less complex analyses for the DI Command Center Division and is responsible for a full range of business process and project management activities.

The incumbent works closely with staff and management across the DI Branch, to ensure critical collection of DI workload data is used to support the DI program's workload management, planning, , and forecasting in addition to data analysis to understand workload trends based on the cyclical nature and economic factors that impact the DI program. The incumbent must have the ability to work in a fast-paced environment and possess

strong communication skills (written and verbal), as they will be responsible for providing data-driven, time sensitive information and recommendations to stakeholders across the DI Branch. The incumbent maintains knowledge of the business environment, systems, and external factors/trends related to staffing allocations, resource planning, and workload needs. The incumbent performs research and analysis, acts a Subject Matter Expert (SME), and participates and facilitates branch-wide work groups and projects.

Candidate must have intermediate level knowledge of Microsoft Excel.

Percentage of Duties	Essential Functions
40%	Performs the less complex varied tasks and techniques to develop and analyze workload forecasts planning and data trends/data models, and data analysis/analytics to ensure SLAs are achieved, the DI Branch workloads are optimized and claim processing timelines are met. Assists the lead on the documentation, quality, and validation of workload forecasts, planning, and data trends/data models, and data analysis/analytics in order to achieve projected forecasts for SLAs, workloads, and resources (projected versus actual forecasts). Assimilates data from multiple sources to complete all workload forecasts andplanningfunctions. Utilizes effective communication to convey time sensitive information regarding status updates and changes/modifications of established projected forecasts to ensure SLAs and DI Branch workloads are addressed in a timely manner. Works with team members and members of management to ensure staff and resources are appropriately allocated to ensure workload inventories are optimized. Serves as a point of contact for operations managers to respond to WFM questions and statistical expectations. Develops analysis and outlines each business unit's operational wins and opportunities and provides to management.
30%	Collaborates with other key stakeholders with the DI Branch sharing information and coordinating activities; facilitating meetings and work group discussions; and communicating with the unit Supervisor I regarding issues that could affect DI workloads, SLAs, and claim processing timelines. Provides information on workload forecastsplanning, and data model trends for the DI Branch and identifies areas for improvement, coordinating with other divisions on shared issues and processes. Coordinates activities with other divisions to communicate a uniform application of quality assurance management and tools to achieve optimal performance by the DI program regarding workload forecasting andplanning outcome activities. Works with team to create and oversee the review of reported metrics, dashboards, and data queries for the accuracy of data presented. Develops ad-hoc reports.
20%	Employs business process re-engineering methodologies into WFM strategies in order to streamline efficiencies in the workflow planning process. Leads and facilitates project-related activities and work groups. Acts as the primary contact on projects and implementation of new procedures and tools. Facilitates meetings with DI Branch representative and project teams. Provides lead consultation and impact analysis relative to DI systems, processes, and policies.
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