DEPARTMENT OF CHILD SUPPORT SERVICES

DUTY STATEMENT

ASD 046 (REV. 03/2024)

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Type of Duty Statement:	Current	**Revision Date:**	1/1/2026

1. Position Information

A. Employee Name:

B. Position Number:	**C. CBID:**	**D. WWG:**	**E. Effective Date:**
817 – 352 – 5393 –701	R01	2	

F. Classification Title:	**G. Working Title:**
Analyst II	Call Center Analyst

H. Division:	**I. Branch/Section/Unit:**
Operations	Program Support and Customer Service/Customer Service/Call Center

2. POSITION REQUIREMENTS

Special Requirement: *Check All that Apply*

- ☐ Bilingual Fluency (Non-English Language) - Specify Below
- ☑ Background Check Requirements
- ☐ Other - Specify Below

A. Special Requirements Description, as applicable:

B. Conflict of Interest Required (Gov. Code 87300, et seq.)? ☐ Yes ☑ No

This position is designated under the Conflict-of-Interest Code. This position is responsible for making or participating in the making of governmental decisions that may potentially have a material effect on personal financial interests. The appointee is required to complete Form 700 within 30 days of appointment. Failure to comply with the Conflict-of-Interest Code requirements may void the appointment.

3. SUPERVISION

A. Supervision Received:

The incumbent reports directly to the Supervisor I of the Call Center.

4. DUTIES AND RESPONSIBILITIES OF THE POSITION

CONDUCT, ATTENDANCE AND PERFORMANCE EXPECTATIONS

This position requires the incumbent conduct oneself in accordance with the Department of Child Support Services leadership practices and principles, maintain consistent and regular attendance; communicate effectively and professionally (both orally and in writing) 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 all departmental policies and procedures.

GENERAL STATEMENT

Under the direction of the Supervisor I, the Analyst II exercises independent judgment in the planning, development, and implementation of the most complex Operations Division projects. The incumbent may act as a team leader, coordinating project related activities of various staff in the Call Center, Customer Service Section, Program Support and Customer Service Branch within the Operations Division.

A. Percentage of Time Performing Duties	**B. An itemized listing of the specific job duties and the percentage of time spent on each separate and distinct task, with essential and marginal functions identified. Percentages must be listed in descending order and must equal 100%. (No duties less than 5%.).**
ESSENTIAL FUNCTIONS	
IT Domain: *Check All That Apply*	**FOR INFORMATION TECHNOLOGY (IT) CLASSIFICATIONS ONLY** ☐ Business Technology Mgmt. ☐ Software Engineering ☐ IT Project Mgmt. ☐ System Engineering ☐ Information Security ☐ Client Services
30 %	Establishes, organizes, coordinates and evaluates various work projects, processes and controls to ensure the monitoring, tracking, and timely completion of various Operations program data work and projects on a statewide basis. Performs completed staff work and prepares related workload reports, analyses, and documents for executive review and strategic management decisions. Leads, plans and participates in call center related meetings and work groups, special assignments, attends Department of Child Support Services (DCSS) and statewide meetings, represents DCSS on work groups or special projects.

30 %	Works collaboratively with staff to develop and/or modify data collection to support Call Center program evaluation. Through collection and analysis of data, assists with the development of Call Center performance models, assesses and identifies issues and recommends remedies. Independently tracks, monitors, and evaluates data for Call Center effectiveness, providing recommendations and solutions to management. Assist with monitoring and responding to inquiries in multiple Call Center internal and external inboxes. Monitors and updates the DCSS Call Center Section in the department Sharepoint site.
25 %	Independently acts as a point of reference to Call Center Customer Service Representatives (CSR) needing assistance. Works with CSRs to ensure accuracy and completion of work. Makes recommendations to management regarding escalated and sensitive issues. Serves as backup to answer telephone calls when call volumes are high. Makes outbound calls to customers to resolve escalated issues.

10 %	Develops program specific trainings, procedures, and reference materials for the various disciplines in the Call Center, Program Support & Customer Service Branch. Creates and delivers complex training presentations to incoming new hires and current staff on an ongoing basis. Coordinates the training of any new hire classes, annual refresher trainings, and quality assurance reminder trainings. Topics covered include: procedures, policies, laws, and systems policies, law, and systems for Child Support Program, Non IV-D and General Child Support as it relates to the Branch's responsibility to respond to these types of inquiries; Self Service help; ECSS Training; Customer Service skills; Negotiating skills; etc.
%	

MARGINAL FUNCTIONS	
5 %	Performs other duties as assigned that are appropriate to the classification and level of responsibility.
100 %	**TOTAL**

5. WORKING ENVIRONMENT AND PHYSICAL REQUIREMENTS

☐ **Office Centered**

Incumbent's workspace will be a two-story, office building environment with standard modular cubicle or office spaces, temperature control and artificial lighting. Requires sitting for long periods of time while using a personal computer for email communication, reviewing documents, and attending meetings. Incumbent must be able to sit for extended periods of time attending meetings or sit and/or stand while working. Incumbent may perform repetitive hand motions such as typing, push, pull, reach, or bend (neck and waist). The work environment is fast-paced and can be demanding. May require periodic work during non-standard hours and during weekends to meet workload needs. Travel may be required for meetings or to attend professional training and/or events.

☑ **Remote Centered**

Incumbent's workspace will be divided between an office-centered, two-story, professional office building environment and a remote-centered work location in accordance with an approved telework agreement. Dedicated remote-centered workspaces must comply with all departmental and state safety and security policies. Requires sitting for long periods of time while using a personal computer, reviewing documents, and attending meetings remotely. The office-centered workspace consists of an office building environment with standard modular cubicle or hoteling office space, and artificial lighting. Requires sitting for long periods of time while using a personal computer, reviewing documents, and attending meetings remotely or in designated areas. The work environment is fast-paced and can be demanding. May require periodic work during nonstandard hours and during weekends to meet workload needs. Travel may be required to attend professional training and/or events. Remote centered teleworkers must forgo telework when their physical presence is required in the office on a regularly scheduled telework day.

6. OTHER RESPONSIBILITIES

A. Independence of Action and Consequences:

Failure to exercise good judgment in handling issues and executing transactions accurately will severely impact the ability to collect child support from wage withholding.

B. Personal Contacts:

The incumbent has contact with all levels of DCSS employees, Local Child Support Agency staff, and employer staff.

7. Acknowledgements

A. Employee's Acknowledgement: I have read and understand the duties listed above and I certify that I possess essential personal qualifications including integrity, initiative, dependability, good judgment, and ability to work cooperatively with others. I have received a copy of the duty statement.

I can perform these duties with or without reasonable accommodation: ☐ **Yes** ☐ **No**

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 notify the Reasonable Accommodation Coordinator in the Equal Employment Opportunity and Diversity Office.

Duties of this position are subject to change and may be revised as needed or required.

Employee's Name (Print):	
Employee's Signature:	
Date:	

B. Supervisor's Acknowledgment: I certify this duty statement represents current and an accurate description of the essential functions of this position. I have discussed the duties of this position with and provided the above-named employee a copy of this duty statement.

Supervisor's Name (Print):	
Supervisor's Signature:	
Date:	