

POSITION STATEMENT

1. POSITION INFORMATION	
CIVIL SERVICE CLASSIFICATION: Analyst II	WORKING TITLE: Division Analyst
NAME OF INCUMBENT:	POSITION NUMBER: 280-912-5393-703
SECTION/UNIT: Division Office	SUPERVISOR'S NAME: <i>Click here to enter text.</i>
DIVISION: UI Northern Operations Division (ARU 912)	SUPERVISOR'S CLASSIFICATION: SSM I
BRANCH: Unemployment Insurance	REVISION DATE: 2/27/2026
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 (e.g., <i>qualified Veteran, Class C driver's license, bilingual, frequent travel, graveyard/swing shift, etc.</i>): Occasional travel for meetings and/or training may be required.	
3. DUTIES AND RESPONSIBILITIES OF POSITION	
<p>Under the direction of the Operations Division Supervisor/Supervisor I , the Analyst II independently performs complex and sensitive tasks to plan, organize, and complete workload performance and administrative activities. The incumbent performs a variety of more difficult and complex technical work, gathers and analyzes data, and makes recommendations to the Division Chief regarding workload, staffing, and trends. The main duties include, but are not limited to, the following:</p> <ul style="list-style-type: none"> Monitoring Unemployment Insurance (UI) Center performance. Formulating procedures to implement Branch and Division policies. Acting in a consulting capacity to the field office by providing problem-solving advice and program information. Delivering the Division Chief's directions to UI Center leadership teams. Creating daily, weekly, and monthly reports. Providing liaison support to the Division Chief for inter-office coordination. Participating in work groups related to UI Branch programs. Handling and responding to customer complaints. Perform other support services as required by the Division Chief. <p>The incumbent also works closely with leadership and employees from the UI Northern Operations Division, the UI Southern Operations Division, the UI Command Center, the UI Support Division, and the UI Integrity and Accounting Division for the administrative, evaluation, and monitoring functions. The incumbent must</p>	

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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 time-sensitive information to the leaders and employees across the UIB. The incumbent must maintain the updated knowledge of the UI systems, UI process/procedures, and external factors/trends related to staffing allocations and resource planning.

Percentage of Duties	Essential Functions
30%	Assist in reviewing and formulating procedures to implement Branch and Division policies. Communicate these procedures to UI Center Leadership. Analyze staff, workload, and trends. Utilize data to compile reports and make recommendations to the Division Chief. Act as a consultant to the field office in managing workload and resolving workload issues.
30%	Create tools and reports and managing filing system. Gather workload statistical data Virtual Contact Center (VCC) and administrator system and makes recommendations to the Division Chief. Evaluate field office productivity for timeliness and quality to meet Division and Branch goals. Provide the Division Chief with evaluations of individual office performance and overall progress in meeting administrative goals and objectives as set by the federal Department of Labor and the UI Branch. Work with field offices to ensure consistent application of evaluative standards. Participates in Division and statewide workgroups in support of Unemployment Insurance Branch programs. Promotes prompt and accurate communications between Divisions, Field Office, Central Office, and other EDD Branches and between the Division and non-EDD entities.
20%	Coordinate activities with other Divisions to communicate a uniform application of policies to field offices. Act as technical lead on coordinated projects and implementation of new procedures and tools. May participate as lead on Division and statewide workgroups in support of UI Branch programs.
15%	Assist the Division Chief in overseeing the staffing numbers and determining the hiring needs as well as processing the hiring packages.
Percentage of Duties	Marginal Functions
5%	Other duties as assigned

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

Standing: Frequently - activity occurs 33% to 66%	Sitting: Continuously - activity occurs > 66%
Walking: Frequently - activity occurs 33% to 66%	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

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- ☐ Required to assist customers on the phone ☐ Required to assist customers in person
☒ Other: Required to work with internal and external customers.

5. SUPERVISION

Supervision Exercised: NONE

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 & Pay Group (CPG) Approval

- | | | |
|--|----------------------|---------------|
| ☒ Duties meet class specification and allocation guidelines. | CPG Analyst initials | Date approved |
| ☐ Exceptional allocation, 625 on file. | JMB | 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:

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:	WORKING TITLE:
Analyst I	Division Analyst
NAME OF INCUMBENT:	POSITION NUMBER:
	280-912-5171-XXX
SECTION/UNIT:	SUPERVISOR'S NAME:
Division Office (ARU 912)	<i>Click here to enter text.</i>
DIVISION:	SUPERVISOR'S CLASSIFICATION:
UI Northern Operations Division (NOD)	Supervisor I
BRANCH:	REVISION DATE:
Unemployment Insurance	4/1/2026
Duties Based on: ☒ Full Time ☐ Part Time – Fraction _____ ☐ Temporary – _____ hours	
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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 (e.g., <i>qualified Veteran, Class C driver's license, bilingual, frequent travel, graveyard/swing shift, etc.</i>): Occasional travel for meetings and/or training may be required.	
3. DUTIES AND RESPONSIBILITIES OF POSITION	
<p>Under the supervision of the Operations Division Supervisor/Supervisor I, the Operations Division Analyst I works collaboratively with the team and assists in the planning, organizing, and implementing of claim filing and adjudication functions and activities throughout the Division. The incumbent performs the less complex and sensitive tasks, including, but not limited to, the following:</p> <ul style="list-style-type: none"> Assisting in monitoring field office performance Gathering and analyzing data regarding UI field office performance Assisting in formulating procedures to implement Branch and Division policies Delivering the Division Chief's directions to field office management Creating daily, weekly, and monthly reports related to the field office operation Acts as a liaison to support inter-office, division, or branch-wide coordination efforts for UI programs Participating in work groups related to UI Branch programs Addressing and responding to customer complaints Performing other support services as required by the business needs of the Operations Division <p>The incumbent also works closely with leadership and employees from the UI Northern Operations Division, the UI Southern Operations Division, the UI Command Center, the UI Support Division, and the UI Integrity and Accounting Division for the administrative, evaluation, and monitoring functions.</p>	

Civil Service Classification

Analyst I

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Percentage of Duties	Essential Functions
30%	Analyze staff, workload, and trends. Utilize data to compile reports and make recommendations to the Supervisor I. Act as a consultant to field office in managing workload and resolving workload issues.
30%	Create tools and reports and managing filing system. Gather workload statistical data on Virtual Contact Center (VCC) and administrator system and makes recommendations to the Operations Division Supervisor. Evaluate field office productivity for timeliness and quality to meet Division and Branch goals. Provide the Supervisor with evaluations of individual office performance and overall progress in meeting administrative goals and objectives as set by the federal Department of Labor and the UI Branch. Work with field offices to ensure consistent application of evaluative standards. Participates in Division workgroups in support of Unemployment Insurance Branch programs.
20%	Coordinate activities with other Divisions to communicate a uniform application of policies to field offices. Act as technical lead on coordinated projects and implementation of new procedures and tools. May assist the project leads on Division and statewide workgroups in support of UI Branch programs.
15%	Assist the Division leaders in overseeing the staffing numbers and determining the hiring needs as well as processing the hiring packages.
Percentage of Duties	Marginal Functions
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Other: *Click here to enter text.***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: Required to work with internal and external customers.**5. SUPERVISION**

Supervision Exercised: NONE

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

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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:
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Classification & Pay Group (CPG) Approval		
☒ Duties meet class specification and allocation guidelines.	CPG Analyst initials	Date approved
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