Employment Development Department
State of California

☐ Current
☒ Proposed

POSITION STATEMENT

1. POSITION INFORMATION	
CIVIL SERVICE CLASSIFICATION:	WORKING TITLE:
Analyst II	*Workplace Service Delivery (WSD) Lead*
NAME OF INCUMBENT:	POSITION NUMBER:
	280-336-5393-029
OFFICE/SECTION/UNIT:	SUPERVISOR'S NAME:
Office of Procurement, Contracting & Administration/Administration Section/Division Support Group	Magda Gurrola
DIVISION:	SUPERVISOR'S CLASSIFICATION:
Business Operations, Planning and Support Division	Supervisor I
BRANCH:	REVISION DATE:
Administration Branch	7/3/2026

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.)

3. DUTIES AND RESPONSIBILITIES OF POSITION

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

Under the direction of the Supervisor I, the incumbent serves as the Workplace Service Delivery (WSD) Lead; the Reservation Manager to the Business Operations and Support Division and as the Facility Manager to the New Labor Agency Building (NLAB) tenants. The incumbent performs a variety of analytical assignments such as reviewing requests which may vary in complexity based on system configurations and tenant needs, works closely with the Information Technology and Faciltites teams to report and resolve system issues, makes decisions on reservation requests, and reports any procedural discrepancies to management and makes recommendations, as necessary.

Gathers and analyzes facts, trends, and operational data to identify potential problems, assesses underlying causes, evaluates alternatives, and recommends effective resolutions. Develops evidence-based policy recommendations designed to streamline processes, improves efficiency, and supports consistent operations. The incumbent maintains comprehensive and accurate information regarding the spaces overseen; conducts research; troubleshoots system-related issues; runs and interprets reports; evaluates

statistical data; and prepares and delivers verbal and written presentations. The incumbent recommends process improvements and develops, updates, and implements policies, procedures, and training materials to address operational needs and support informed decision-making.

The incumbent also serves as the back-up to the benefit liaison to Human Resources Services Division (HRSD) for the BOPSD.

This incumbent maintains strict confidentiality when dealing with sensitive issues for all levels of employees, and performs duties with a high level of independence and professionalism. This position is considered the full journey level classification and may occasionally serve as a lead to less experienced staff.

Click here to enter text.

Percentage of Duties	Essential Functions
40%	Utilizes a high degree of independence as the WSD Lead resolving issues pertaining to the system and reports any procedural discrepancies to management and makes recommendations, as necessary. Gathers, analyzes, and evaluates data from system activity, reservations, access records, and customer feedback to identify trends, potential problems, process gaps, and opportunities for improvement. Develops possible resolutions, assesses their operational impact, and makes recommendations regarding policies, procedures, and system enhancements. Performs special, administrative, analytical, and research studies; prepares findings and reports; and recommends new procedures or services to streamline processes, improves data accuracy, and enhances customer service. Works with other programs and prepares and updates WSD spreadsheets and maintains daily access keycard records. Coordinates communication and back-up for access card delivery, as needed, to ensure coverage. Communicates effectively with management, staff, and customers regarding WSD policies and procedures. Trains employees and NLAB Reservation Managers on system updates. Develops customer guidelines on types of space availability and accessibility. Responsible for configuring all aspects of the system, including spaces, rules, user criteria, and approvals. Enforces policies, ensures spaces are bookable, reservation processes are compliant, supports Reservation Managers, and ensures data accuracy. Provides service for emergency, special, or non-scheduled reservations as assigned. Keeps customers informed of reservations using Outlook and providing excellent customer service.
15%	Drafts, reviews, and edits documents and electronic files, including business operational procedures, correspondence and guides related to WSD enhancements and business updates; conducts research, evaluates, and analyzes written material; coordinates updates to the Resources and Services Directories and the Business Resumption Plan; prepares written responses to inquiries from tenants, staff, IT, and leadership; remains informed of business processes and relevant changes within DSG to provide up to date information.
15%	Serves as the lead Audits Coordinator for internal and external audits, understanding the audit process to ensure compliance with organizational policies and regulatory requirements. Attends entrance and exit meetings to facilitate communication between the Audit and Evaluation Division and BOPSD, coordinates within the division to obtain necessary documentation and uploads to SharePoint, and addresses audit-related inquiries. Coordinates follow-up actions and ensures timely completion of audit deadlines.
10%	Coordinates and manages Enterprise Risk Management on behalf of the Administration Branch and BOSPD. Oversees the collection and organization of responses for the annual

10%	reporting of loss and error, ensuring full compliance with SAM 20080. Collaborates closely with leadership to gather and compile necessary data for accurate and timely reporting. Serves as a back-up to the Benefit and Attendance Liaison, handling requests related to medical, dental, vision, legal, long-term disability, and retirement attendance or timesheet responsibilities. Delivers excellent customer service throughout these processes.
Percentage of Duties	**Marginal Functions**
5% 5%	May act as lead over the support staff. Performs other duties as assigned.

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

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: *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:

5. SUPERVISION EXERCISED:
(List total per each classification of staff)

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: Magda Gurrola

Supervisor's Signature: Date:

7. HRSD USE ONLY

Classification and Pay Unit (CPU) Approval

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

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

Civil Service Classification	Position Number
Analyst II	280-336-5393-029

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

Employment Development Department
State of California

☐ Current
☒ Proposed

POSITION STATEMENT

1. POSITION INFORMATION	
CIVIL SERVICE CLASSIFICATION:	WORKING TITLE:
Analyst I	Workplace Service Delivery (WSD) Coordinator
NAME OF INCUMBENT:	POSITION NUMBER:
	280-336-5157-029
OFFICE/SECTION/UNIT:	SUPERVISOR'S NAME:
Office of Procurement, Contracting and Administration/Administration Section/Division Support Group/Personnel Unit	Magda Gurrola
DIVISION:	SUPERVISOR'S CLASSIFICATION:
Business Operations, Planning and Support Division (BOPSD)	Supervisor I
BRANCH:	REVISION DATE:
Administration Branch	10/16/2026

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.)

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 incumbent serves as the entry level analyst to the Workplace Service Delivery (WSD) within BOPSD as a Facility Manager for the New Labor Agency Building (NLAB) room reservation system. The incumbent performs entry-level work involving the review of requests, collaborates with Information Technology (IT) and Facilities teams to identify, report, and resolve system-related issues, and communicates procedural discrepancies to management as appropriate..

The incumbent also maintains detailed information of the spaces overseen, performs a variety of duties which may include troubleshooting within the systems, runs reports, and gives verbal and written presentations.

The incumbent also serves as the back-up to the benefit liaison to Human Resources Services Division (HRSD) for the BOPSD.

Civil Service Classification
Analyst I

Position Number
280-336-5157-029

This incumbent maintains strict confidentiality when dealing with sensitive issues for all levels of employees, and performs duties with professionalism.

Percentage of Duties	Essential Functions
40%	Acts as the WSD Coordinator in assisting the WSD Lead in resolving issues pertaining to the system and reports any procedural discrepancies to management and makes recommendations, as necessary. Assists in gathering facts to identify potential problems/issues, develops possible resolutions, and makes recommendations in policy. Performs special assignments, administrative analyses, and research studies and recommends new procedures or services to streamline processes. Works with other programs and prepares and updates WSD spreadsheets and maintains daily access keycard records. Coordinates communication and back-up for access card delivery, as needed, to ensure coverage. Communicates effectively with management, staff, and customers regarding WSD policies and procedures. Trains employees and NLAB Reservation Managers on system updates. Develops customer guidelines on types of space availability and accessibility. Responsible for configuring all aspects of the system, including spaces, rules, user criteria, and approvals. Enforces policies, ensures spaces are bookable, reservation processes are compliant, supports Reservation Managers, and ensures data accuracy. Provides service for emergency, special, or non-scheduled reservations as assigned. Keeps customers informed of reservations using Outlook and providing excellent customer service.
15%	Assist in drafting, reviews, and edits documents and electronic files, including business operational procedures, correspondence and guides related to WSD enhancements and business updates; coordinates updates to the Resources and Services Directories and the Business Resumption Plan; prepares written responses to inquiries from tenants, staff, IT, and leadership; remains informed of business processes and relevant changes within DSG to provide up to date information.
15%	Serves and supports the Lead Audits Coordinator for internal and external audits, understanding the audit process to ensure compliance with organizational policies and regulatory requirements. Attends entrance and exit meetings to facilitate communication between the Audit and Evaluation Division and BOPSD, coordinates within the division to obtain necessary documentation and addresses audit-related inquiries. Coordinates follow-up actions and ensures timely completion of audit deadlines.
15%	Assists in coordinating and manages Enterprise Risk Management on behalf of the Administration Branch and BOPSD. Oversees the collection and organization of responses for the annual reporting of loss and error, ensuring full compliance with SAM 20080.
10%	Serves as a back-up to the Benefit and Attendance Liaison, handling requests related to medical, dental, vision, legal, long-term disability, and retirement attendance or timesheet responsibilities. Delivers excellent customer service throughout these processes.
Percentage of Duties	**Marginal Functions**
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%
Walking: Occasionally - activity occurs < 33%	Temperature: Temperature Controlled Office Environment
Lighting: Artificial Lighting	Pushing/Pulling: Occasionally - activity occurs < 33%

Civil Service Classification
Analyst I

Position Number
280-336-5157-029

Lifting: Occasionally - activity occurs < 33%	Bending/Stooping: Occasionally - activity occurs < 33%

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:

5. SUPERVISION EXERCISED:
(List total per each classification of staff)

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: Magda Gurrola

Supervisor's Signature: Date:

7. HRSD USE ONLY

Classification and Pay Unit (CPU) Approval

☒ Duties meet class specification and allocation guidelines. ☐ Exceptional allocation, STD-625 on file.	CPU Analyst Initials	Date Approved
	FNB	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