State of California
Department of
Industrial Relations
EST. 1927

DUTY STATEMENT

☒ CURRENT

☐ PROPOSED

CIVIL SERVICE CLASSIFICATION	WORKING TITLE
Analyst I	Collections Analyst

PROGRAM NAME	UNIT NAME
Office of Fiscal Services	Collections Unit

ASSIGNED SPECIFIC LOCATION	POSITION NUMBER
San Francisco, CA	400 – 101-5157-291

BARGAINING UNIT	WORK WEEK GROUP	BILINGUAL POSITION	CONFLICT OF INTEREST FILER	BACKGROUND CHECK
R01	2	No	No	No

General Statement

Under the supervision of the Supervisor I, the Analyst I performs analytical duties such as filing Liens, Levies, and Judgments with the California Superior Courts, referring delinquent cases to the Employment Development Department (EDD), Labor Standards and Enforcement (DLSE), and the Contractor's State License Board (CSLB). In addition, regularly contact the public regarding delinquent debts for the Department of Industrial Relations (DIR) Collection Unit. The Analyst I is responsible for the collection of delinquent Accounts Receivable (A/R) for CalOSHA, Pressure Vessel (PV), Elevators (EV), Amusement Ride and Tramway (ART), and Labor Commissioner's Office (LCO) Wage Claim Adjudication (WCA), and Non-sufficient Funds (NSF) accounts. Duties include, but are not limited to:

Candidates must be able to perform the following essential functions with or without reasonable accommodations.

Percentage of Time Spent	Duties **Essential Job Functions**
45%	The incumbent is responsible for collection actions on delinquent debts, which consist of CalOSHA, PV, EV, ART, WCA, and NSF accounts. The Analyst I will communicate regularly with the CA Superior Courts, Occupational Safety and Health (OSH) District Office support staff, the Occupational Safety and Health Appeals Board (OSHAB), Pressure Vessel (PV), Elevator (EV), Amusement Ride and Tramway (ART), and the Division of Labor Standards and Enforcement (DLSE). Reviews and analyzes the OSH Civil Penalties cases referred from the DIR Accounts Receivable (A/R) unit to verify the accuracy of an account's balance and information received, such as Certification for Execution and OSHAB documentation. Reviews the certification received to determine whether filing a judgment and/or abstract of Judgment (Satisfaction of Judgment, Vacate of Judgment) with the CA Superior Court is warranted. Reviews and analyzes WCA cases referred from DLSE and files Certificate of Liens, levies, and judgments on the cases. Review and update case status in Salesforce. Routinely monitors delinquent accounts closely to ensure cases are processed within the mandated statute of limitation timelines to collect and timely file judgments with the California Superior Courts. Review and update the Office of Fiscal Services (OFS) CalOSHA A/R and LCO's Salesforce subsystems, as well as a FileMaker database, to ensure the accuracy of account activities.

	Occasionally, assist Senior Analysts in creating, analyzing, and examining various reports (e.g., Aging, Collection Referral, Judgments Filed, Certification for Execution (Cert) follow-up reports) to ensure appropriate actions are taken. In addition, the Analyst I maintains an up- to-date inventory and status report on assigned cases, including bankruptcy filings and records retention. Regularly contact debtors by phone, email, and collection letters to notify them of their outstanding account status and impending legal action for non-payment. Once judgments are filed and endorsed by the court clerk, the outstanding balance will be referred to a third-party collection agency, the EDD, for further collection actions.
35%	Regularly communicate with the CA Superior Courts, OSH, OSHAB, DLSE, WCA, EDD, and CSLB. Occasionally contacts DIR -OSH Legal for counsel, DLSE License & Registration (regarding Farm Labor Contractors, garment manufacturers/contractors, and car wash), Information Systems programmers, and other units in the OFS to discuss and gather information regarding civil penalties. Assist debtors and stakeholders regarding Collection processes (i.e., websites, tools, programs, etc.) in providing information to resolve problems or complaints. Answer verbal and written inquiries about civil judgments filed or methods of payment from debtors, EDD, Superior Court clerks, and stakeholders. Quarterly, the Analyst I will analyze, prepare, review, and recommend to the A/R unit that delinquent EV, PV, and ART debts deemed uncollectible be discharged from accountability (written off).
15%	Regularly create filings (initial or subsequent) of Judgments that are mailed or e-filed with the CA Superior Courts for endorsement. Assist in editing instructional materials (memos, letters, reports, OFS Procedures Manual, and technical manuals) to ensure the accuracy and completeness of the information presented and clarify procedures such as work standards, project parameters, office procedures, and computer operations.
Percentage of Time Spent	**Marginal Job Functions**
5%	Perform other duties as assigned. Including, but not limited to, facilitating meetings with various groups (such as management staff and internal and external stakeholders) to resolve problems, gather information, and promote organizational goals and objectives. May be intermittently assigned to take and type up meeting notes on a rotational basis.

Conduct, Attendance, and Performance Expectations

This position requires the incumbent to maintain consistent and regular attendance; communicate effectively (orally and in writing) in dealing with the public and 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 departmental policies and procedures.

Supervision Received

The incumbent reports directly to the Supervisor I and may receive assignments from the Accounting Administrator II.

Supervision Exercised

None

Work Environment, Special Requirements/Other Information, Physical Abilities, Additional Requirements/Expectations, and Personal Contacts

Work Environment

The incumbent works in an air-conditioned high-rise office building with natural and artificial lighting. In addition, the incumbent works in a cubicle in close proximity to others.

Special Requirements/Other Information

All DIR employees are expected to conduct themselves professionally, demonstrating respect for all employees and others they encounter during work hours, work-related activities, and any time they represent the Department. Additionally, all DIR employees are responsible for promoting a safe and secure work environment free from discrimination, harassment, inappropriate conduct, or retaliation.

Physical Abilities

Prolonged use of a personal computer and telephone is essential.

Additional Requirements/Expectations

None

Personal Contacts

The incumbent will have daily contact with OFS management and staff, the public, and the Division of Occupational Safety and Health and the Employment Development Department.

Employee Acknowledgment

I have read and understand the duties listed above and certify that I possess essential personal qualifications including integrity, initiative, dependability, good judgment, and ability to work cooperatively with others; and a state of health consistent with the ability to perform these assigned duties as described above with or without reasonable accommodation. If you believe a reasonable accommodation is necessary, discuss your concerns with the hiring supervisor. If unsure of a need for a reasonable accommodation, inform the hiring supervisor who will discuss your concerns with the Medical Management Unit in the Human Resources Office.

Employee Name	Employee Signature	Employee Sign Date

Supervisor Acknowledgment

I certify this duty statement represents a current and accurate description of the essential functions of this position. I have discussed the duties of this position with the employee and provided the employee with a copy of this duty statement.

Supervisor Name	Supervisor Signature	Supervisor Sign Date

HUMAN RESOURCES OFFICE APPROVAL

S.S.	6.30.26
C&S Analyst Initials	Approval Date