Business and Consumer Services Agency
Position Duty Statement
HR-41 (Revised 7/2015)

Classification Title	**Board/Bureau/Division**
Student Assistant	Administrative Services Unit
Working Title	**Office/Unit/Section/Geographic Location**
Administrative Support Student	Sacramento
Position Number	**Name and Effective Date**
338-100-4870-907	

General Statement: Under the close supervision of the Manager II for the Business and Consumer Services Agency (BCSA), the Student Assistant performs duties in support of the Agency Administrative Services Unit (ASU). The Student Assistant provides analytical and administrative support for operational processes, documentation, tracking, reporting, and workflow improvement activities. The incumbent assists in evaluating business processes, developing procedural documentation, and supporting program operations to promote consistency, efficiency, and knowledge transfer across support functions.

The Student Assistant utilizes the Business and Consumer Services Agency SharePoint document portal and Microsoft Office. Duties include but are not limited to the following:

A. SPECIFIC ASSIGNMENTS [Essential (E) / Marginal (M) Functions]:

40% Program Tracking, Reporting, and Data Management Support (E)

- Perform data entry and update records in business systems and tracking databases following established procedures.
- Assist staff with maintaining program tracking activities, operational metrics, service requests, contracts, invoices, and document workflow transactions.
- Assist in researching and compiling information from various systems to support reporting, reconciliation, and management decision-making.
- Verify information for completeness and notify staff of missing or inconsistent information.
- Track process milestones and maintain tracking logs to ensure timely completion of assignments and deliverables.

30% Business Process Documentation and Records Support (E)

- Track and organize business processes and workflows associated with BCSA operations.
- Assist with researching, analyzing, and organizing operational procedures to support the development of desk guides, standard operating procedures (SOPs), process maps, and training materials.
- Assist with reviewing existing practices, identifying potential process improvements, and documenting observations for review.
- Assist with developing and updating process documentation for functions such as invoice processing, records management, document workflows, contract tracking, and other administrative support activities.
- Compile information from subject matter experts and translate operational knowledge into clear, user-friendly documentation.

20% Operational Services Assistant (E)

- Assist with maintaining centralized repositories for desk guides, reference materials, forms, and procedural documents.
- Support the development and organization of knowledge management resources to facilitate staff onboarding and cross-training.
- Coordinate with program staff to gather information, verify procedures, and ensure documentation remains current.
- Participate in process review meetings and document action items, recommendations, and outcomes.

10% Administrative Support (M)

- Provide front desk and operational coverage, general administrative support, including organizing files, preparing correspondence, scheduling meetings, and maintaining records.
- Assist with special projects and operational initiatives as assigned.
- Perform other related duties as required.

B. Supervision Received

The Student Assistant works under the close supervision of ASU, Manager II and receives guidance from designated lead staff.

C. Supervision Exercised

None.

D. Administrative Responsibility

None.

E. Personal Contacts

The Student Assistant has daily contact with all levels of BCSA agency staff members to ensure the Agency's executive support needs are appropriately and timely addressed. The incumbent has frequent contact and provides strategic oversight, leadership, coordination, advocacy, and support to its eight (8) member departments to advance fair business regulations and consumer protections.

F. Actions and Consequences

Failure to perform customer service and technical support for Agency and member department staff could result in the inability of staff to perform their job functions. You must follow the Division's principles and practices, as well as the Department's mission, policies, and procedures. You must also comply with local, state, and federal laws. Lack of knowledge, mistakes, poor judgment, or incorrect analysis could result in the Department or others receiving incorrect information or causing misunderstandings.

G. Functional Requirements

The incumbent works up to 1500 hours a year. The position requires the ability to sit, stand, read, communicate, and work on a computer for extended periods. The incumbent works in an office setting that is air conditioned and may be in a high-rise building with elevator access, cubicle, or office with natural and artificial lighting. The incumbent is required to maintain safe working conditions at the approved alternate work location and abide by the Agency's Ergonomic Program guidelines and agrees to maintain a distraction-free remote work environment.

H. Other Information

The incumbent will be required to provide proof of application for, or enrollment as a student in, an appropriate college or university program.

This position will be required to report to the Sacramento Headquarters Office as needed/required based on the operational needs of the Agency. The successful candidate must reside in California upon appointment.

CORE VALUES AND MISSION

You are a valued member of the Agency's team. You are expected to work cooperatively with team members and others to enable the Agency to provide the highest level of service possible. Your creativity and ingenuity are encouraged. Your efforts to maintain regular attendance and treat others fairly, honestly, and with respect are critical to the success of the Agency's mission.

In all job functions, employees are responsible for creating an inclusive, safe, and secure work environment that values diverse cultures, perspectives, and experiences, and is free from discrimination. Employees are expected to provide all members of the public with equitable services and treatment, collaborate with underserved communities and tribal governments, and work toward improving outcomes for all Californians.

I have read and understand the duties listed above and I can perform these duties with or without reasonable accommodation. (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 discuss your concerns with the Health & Safety Analyst.)

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Employee Signature Date

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Employee's Printed Name, Classification

I have discussed the duties of this position with and have provided a copy of this duty statement to the employee named above.

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Supervisor Signature Date

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Printed Name, Classification

New 11.2026