CALHR
CALIFORNIA DEPARTMENT OF HUMAN RESOURCES

Duty Statement
Department of Human Resources
State of California

☒ Current ☐ Proposed

Classification Title	**Division/Unit**
Analyst I	Workforce Development Division (WDD)
Working Title	**HQ Designation**
Operations Analyst	CalHR Sacramento
Position Number	**Date Prepared**
363-920-5157-701	10/1/2026
Name	**Effective Date**

CalHR Mission, Vision, and Values

The California Department of Human Resources (CalHR) is responsible for issues related to employee salaries and benefits, job classifications, civil rights, training, exams, recruitment and retention. For most employees, many of these matters are determined through the collective bargaining process managed by CalHR.

Our Mission: To serve as the trusted advisor to our strategic partners and the public, providing exceptional human resource services and guidance in developing a diverse and inclusive workforce.

Our Vision: Shaping California's future of public service excellence with fair and equitable employment opportunities and a diverse, engaged workforce.

CalHR Core Values: People Centric, Leadership, Accountability, DEIA, Integrity, and Transparency.

General Statement

Under the general direction of the Workforce Development Division (WDD) Operations Supervisor II, the Analyst I provides comprehensive operational support. This includes, but is not limited to, administrative and logistical assistance, coordination and scheduling of programs, customer service, analytical support, fiscal and business operations support, and web content management. Duties include, but are not limited to, the following:

Job Functions

[Essential (E) / Marginal (M) Functions] conducted [Onsite (O) / Virtually (V)]:

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.

Percentage	(O) / (V)	Essential Job Duties
40%	OV	**Fiscal and Business Functions** **Planning and Forecasting Program Offerings:** Analyze the Excel based plans (of upcoming scheduled course offerings and expected revenue) with the current Learning Management System (LMS) associated student enrollments, and analyze the effects on the annual revenue plan, and provide the AGPA with the analysis for

		action. Research and analyze historic data and assist with the Excel based planning of course offerings. **Analyzing/Preparing Data for A/R and A/P Reports:** Review monthly Accounts Receivable (A/R) and Accounts Payable (A/P) invoicing for the purposes of budget reconciliation, compile and segregate data from the LMS, and prepare associated analysis for the month-end financial status reports. **Researching and Analyzing Contracts and Agreements:** Monitor, research, and analyze: Memorandums of Understandings (MOU), Interagency Agreements (IAs), vendor contracts, Requests for Proposal (RFP), Standards of Work (SOW), and applicable contracting processes. Assist with contract documents to comply with applicable provisions of contract law and regulations including the application of department policy, State Contracting Manual, Public Contract Codes and rules and regulations as they relate to the preparation of contracts, IAs, and invitations for bid and RFPs. Consult with program staff to research and analyze contract issues, develop technical contract language, and make recommendations. **Administering Learning Management System (LMS) Tasks:** Review, research, analyze LMS ad-hoc reports, and resolve discrepancies of Client and Approver data records in the LMS, including data that is duplicate, missing, inaccurate, or incomplete. Maintain Excel-based tracking to provide statistical documentation and operational status reports in order to communicate WDD program impacts. **Coordinating, Scheduling and Analysis of Program Offerings:** Evaluate system data and generate reports and presentations at the request of management. Develop and deploy program evaluations and assessments, in partnership with program leads. Collect evaluation data and communicates to division leadership.
30%	OV	**Division Operations Support** **Providing Administrative Program Operations Support:** Pulling and submitting rosters to instructors, receiving and posting roster attendance into the LMS, and submitting/tracking IT Help Desk tickets to manage procurement for equipment, licenses, memberships and subscriptions. **Tracking and Reviewing Compliance:** Receive, review, track and routinely submit required division personnel compliance information, to include, but not limited to: Telework Hours, monthly timesheets, Leave Activity and Balances (LAB) Reports, as well as mandatory and external training. **Developing, Planning, and Partnering:** Collaborate with WDD staff in the development of requested new and ongoing special projects and specialized offerings. Partner with program leads to support them with printing, event set up, communication, and other associated administrative tasks, such as the formulation of guidelines and resource documentation, as well as the posting, deployment, and delivery of workforce development programs. **Researching, Analyzing, Developing, Improving, and Maintaining Processes:** Provide support to each unit's SME to analyze and improve the processes. Assist with

		harmonization/integration of processes cross-functionally across WDD units. For process sustainability purposes, provide document control support.
25%	OV	**Customer Service and Program Support** **Researching and Responding to Inquiries and Requests:** Monitor, research, respond, and route the State Training inbox emails, and communication inquiries as appropriate. Develop and maintain program informational collateral such as Frequently Asked Questions (FAQs), website information, and marketing materials. Interact with state employees seeking information on the division programs offered. Maintain a customer and inquiry tracking system to provide statistical documentation/reports from internal and external stakeholders. **Coordinating Reasonable Accommodations:** Research, select, arrange and administer requests for Reasonable Accommodation from clients of the training services. Coordinate with internal instructors and external vendors to ensure Reasonable Accommodation and course accommodation needs are met. **Maintaining and Developing Web Content:** Serve on the Web Content team; oversee and edit more than 200 webpages for the WDD utilizing web-based platforms. Ensure content is free of errors (associated with formulas, calculations, hyperlinks, syntax, spelling, and grammar).
Percentage	**(O) / (V)**	**Marginal Job Duties**
5%	OV	**Other Duties as Assigned** Performs other duties as required consistent with division needs and within the specifications of this classification.

Supervision Received

The Analyst I reports directly to and receives the majority of assignments from the Workforce Development Operations Supervisor II: however, direction and assignments may also come from the Chief Learning Officer and/or the Division Chief.

Supervision Exercised

None

Special Requirements/Desirable Qualifications

This position requires:

• **Communication/Interpersonal Skills:** Communicate effectively, demonstrating open-mindedness, flexibility, discretion, and tact, both written and orally, in order to exchange information and/or provide direction.

• **Information Documentation and Management:** Prepare and manage documentation in accordance with standard practices. Properly manage confidential and sensitive information in accordance with associated guidelines and requirements.

• **Innovative Mindset/Planning and Analysis:** Create effective and efficient plans, organizing and prioritizing workloads. Reason logically and creatively by utilizing a variety of analytical and research techniques to successfully complete work assignments, prepare data-finding reports,

and resolve program-related problems/issues/concerns. Selectively identify relevant data associated with requests and prepare subsequent analysis and recommendations.

• **Resilience:** Exercise initiative, independence of action, and originality; identify, analyze, and weigh constructive alternatives and solutions; easily adapt to changing priorities; resourcefully balance multiple responsibilities, priorities, and projects.

• **Customer Engagement/Collaboration:** Creates a connection with internal and external customers through positive experiences and exceptional service in response to current and future needs. Work cooperatively and productively as part of a team and with departmental employees, all levels of management, other state agencies, the Governor's Office, and the public; consult with and advise administrators and other employees on program matters.

• **Digital Fluency/Computer Proficiency:** Operate a personal computer in order to perform daily duties; be proficient in Microsoft products such as MS Word, Outlook, Excel PowerPoint, and Teams; have the ability and initiative to learn to use other specialized software as needed.

CalHR employees are expected to model and support CalHR Core Values.

Working Conditions

The duties of this position are performed indoors at the 1515 "S" Street building. The employees' workstation is equipped with standard or ergonomic office equipment, as appropriate.

To promote collaboration, team cohesion, and employee development, CalHR operates on a hybrid schedule in accordance with both Statewide and CalHR's Telework Policies.

Attendance

Employees must maintain regular and acceptable attendance, as determined solely by the Department. They must be regularly available on-site or virtually and willing to work the hours deemed necessary or desirable to meet the Department's business needs.

Employee Acknowledgement

I have read and understand the duties listed above and I can perform these duties with or without reasonable accommodation (RA). * (If you believe an RA is necessary, discuss your concerns with the hiring supervisor. If unsure of the need for reasonable accommodation, inform the hiring supervisor, who will discuss your concerns with the RA Coordinator.)

*****An RA is any modification or adjustment made to a job, work environment, or employment practice or process that enables an individual with a disability or medical condition to perform the essential functions of their job or to enjoy an equal employment opportunity.

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

Employee Signature	**Employee Name**	**Date**

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

Supervisor Signature	**Supervisor Name**	**Date**