State of California
Department of
Industrial Relations

DUTY STATEMENT

☐ **CURRENT**

☒ **PROPOSED**

CIVIL SERVICE CLASSIFICATION	WORKING TITLE
Analyst I	Analyst I

PROGRAM NAME	UNIT NAME
Office of the Director	Research Unit

ASSIGNED SPECIFIC LOCATION	POSITION NUMBER
455 Golden Gate Ave., San Francisco, CA 94102	400 – 270-5157-901

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 Manager I, the Analyst I, as an entry-level position, performs analytical and support tasks with established policies and procedures to support various research programs operations within the Office of the Director – Research Unit (ODR).

This position is the primary analyst supporting the Department's Alternative Workweek Schedule (AWS) and Prevailing Wage Determination (PWD) systems. The incumbent applies the Labor Code, Public Utilities Code, Government Code, and California Code of Regulations to respond to inquiries from employers, employees, external stakeholders, and internal DIR divisions via phone, ServiceNow, and written correspondence. Duties include staffing the Prevailing Wage Hotline, supporting administration of the Director's PWDs (including collecting collective bargaining agreements and data, contacting labor and employer representatives, and maintaining the program inventory), and serving as the primary ServiceNow contact for AWS and PWD submissions, technical and navigation support, and account administration.

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

Percentage of Time Spent	Duties **Essential Job Functions**
40%	In ServiceNow (Public Sector Digital Services), enters new and legacy AWS submissions, responds to AWS and legacy-communications navigation support requests, reviews AWS submissions and verifies redactions of personally identifiable information (PII) and other confidential information that is not to be disclosed per Labor Code Section 511, and exercising judgement to determine compliance before processing. Reviews and processes AWS updates initiated by external users and uses admin access to update user accounts and to make bulk updates initiated by external users. Responds to AWS technical support requests, including helping new filers learn the system and helping legacy filers transition/switch over. Supports Manager I with creating training documents and guidelines for general technical support. In ServiceNow, updates PWD predetermined wage increase allocations, responds to PWD technical support requests and PWD navigation support requests, uploads and tags wage and benefit documents for PWD, monitors and maintains internal tracking systems, resolving technical issues within ServiceNow, reviews new requests, reconciles repeat/duplicate requests, and follows up on requests with incomplete information. Updates and maintains accuracy of the collective bargaining agreement files.

	Serves as first point of contact to relay system/technical issues to the Office of Information Services (OIS) and maintenance vendors on system/technical matters affecting ServiceNow, escalating complex platform issues to Manager I as needed.
40%	Prevailing Wage Hotline & Collective Bargaining Support: Under supervision, obtains, reviews, analyzes, and interprets collective bargaining agreement provisions and other data relating to hourly wage rates, supplemental benefits, overtime requirements, etc. to prepare prevailing wage determinations. Contacts representatives of labor organizations and employer associations to obtain necessary contract information. Provides consultative services to Prevailing Wage Hotline callers and guidance/interpretation of laws, regulations, and rules governing the payment of prevailing wages. Evaluates hotline-related inquiries directed to the office, researches and collects data for more technical questions, and directs complex questions to the proper Research Data Analyst as necessary. Responds to less complex calls, utilizing knowledge of crafts/classifications in the construction industry, collective bargaining agreements, predetermined wage rate changes, and applicable Labor Code and Public Utilities/Government Code sections. Identifies and references appropriate sources (General Prevailing Wage Determinations, supporting documents, departmental procedures, applicable Labor Code and regulatory sections) to provide accurate responses to general prevailing wage inquiries. Proposes a plan to resolve issues, distinguishing whether an inquiry is a technical, program, or user-experience issue, and provides recommendations to management. Assists management with conducting historical research of ODR records and tracking status of high-priority assignments for program analysis.
15%	General Communications: Researches and references applicable sections of the California Labor Code and/or departmental procedures, preparing responses to routine/general inquiries in the statistics email inbox or via mail. Reviews and applies statutory requirements and departmental policy when responding to the public's general inquiries and California Public Records Act (PRA) requests; formulates timely and accurate PRA responses. Assists with drafting and editing technical documents for internal stakeholders, reviewing contributions for consistency with the DIR style guide and grammar/spelling standards. Assists management with researching internal files, analyzing trends in inquiry topics, ensuring consistent responses across similar topics, and proposing changes to better address stakeholder needs. Reviews and maintains an electronic inventory of program documents, ensuring reference files are organized, current, and maintained per records retention schedules and best practices.
Percentage of Time Spent	**Marginal Job Functions**
5%	Prepares special reports on administrative matters for the Deputy Chief and Manager I as requested. May assist sub-programs as a backup analyst, including providing coding support to the Survey of Occupational Injuries & Illnesses. Assists with Prevailing Wage Seminars as needed (generating contacts, setting up databases, preparing supplies, facility preparation, and registration)

Conduct, Attendance, and Performance Expectations

This position requires the incumbent to establish and maintain cooperative working relationships with staff at all levels both within and outside the DIR to complete work assignments, display good judgement, possess, acquire and maintain knowledge and skills related to specific tasks, methodologies, materials, tools and equipment, communicate effectively to successfully perform the duties of the position, and seek direction where additional expertise is needed. Maintain attendance sufficient to complete tasks and assignments timely and meet regulatory deadlines. Must be regularly available and willing to work the hours the Department determines are necessary or desirable to meet its business needs.

Supervision Received

The incumbent reports directly to and receives the majority of assignments from the Manager I. The incumbent also receives general direction from the Deputy Chief of the Office of the Director - Research Unit.

Supervision Exercised

N/A

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

Work Environment

The incumbent works in a high-rise office building in a cubicle office setting with artificial light and temperature control. The position is located in the San Francisco office. Typical machines, tools, or equipment required to operate include but are not limited to: PCs with Windows and database applications, copy/fax machines, VOIP telephone system, and shredders. Incumbent may also telework part-time from home using state computers and equipment.

Special Requirements/Other Information

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Physical Abilities

The incumbent must be able to remain in a stationary position at a desk and computer for extended periods, and must operate a computer, telephone, and other office equipment such as copiers, fax machines, and scanners. The incumbent may occasionally need to bend and position self to access office equipment and files and must be able to move or transport items weighing less than 10 pounds. The incumbent must be able to descend several flights of stairs in the event of an emergency, with or without reasonable accommodation.

Additional Requirements/Expectations

The incumbent must be able to maintain appropriate confidentiality with program research data (e.g. prevailing wage collective bargaining agreements, wage/benefit surveys, occupational injuries & illnesses survey, etc.). The Analyst I must have the ability to communicate effectively in order to complete work assignments. The incumbent must be able to engage stakeholders in a professional manner and maintain the confidentiality of the prevailing wage/collective bargaining unit information and other information obtained in the course of program administration.

The Analyst I must demonstrate the ability to establish and maintain cooperative working relationships with staff at all levels, both within and outside, of DIR to complete work assignments related to administering and publishing program research data. The Analyst I must exercise the ability to make decisions with supervision and perform actions that are required with their assignments.

Personal Contacts

The incumbent has contact with staff at all levels within the Department, as well as external stakeholders such as business representatives, Union officials, representatives of organized labor, employer associations, individual contractors, partner agencies, partner vendors, and other interested parties.

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

IS	10/28/2026
C&S Analyst Initials	Approval Date