Employment Development Department
State of California

☒ Current
☐ Proposed

POSITION STATEMENT

1. POSITION INFORMATION	
CIVIL SERVICE CLASSIFICATION:	WORKING TITLE:
Analyst I	Field Operations Division Analyst I
NAME OF INCUMBENT:	POSITION NUMBER:
	280-309-5157-976
SECTION/UNIT:	SUPERVISOR'S NAME:
Field Operations Division	Cecilia Youn
DIVISION:	SUPERVISOR'S CLASSIFICATION:
Central Office, ARU 309	Supervisor II
BRANCH:	REVISION DATE:
Disability Insurance Branch (DIB)	8/31/2022

Duties Based on: ☒ Full Time ☐ Part Time – Fraction _____ ☐ 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.)*:

On rare occasions, may need to visit a field office to deliver materials, provide a presentation, or assist, in some capacity.

3. DUTIES AND RESPONSIBILITIES OF POSITION

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

Under supervision of the Supervisor II and in partnership with the field office management team, the incumbent provides program knowledge, administrative, techinical, and analytical support services for the less complex programmatic, operational, and functional issues. The incumbent participates in the planning, organizing, implementing, and evaluating functions and activities throughout the office and provides technical support to the field office Divisions. The incumbent acts as a team member on projects with statewide impact. The incumbent provides support and guidance to field office staff as a Single Point of Contact (SPOC) for all new IT applications deployed for field office use. The incumbent participates in developing and writing issue papers for the Supervisor II on various issues affecting the operations in the field office. The incumbent acts as a liaison between the field office and the various branches within the Employment Development Department.

Communicates effectively with management and staff at all levels and advises of appropriate actions based on the knowledge and interpretation of specific laws, rules, regulations, policies, and procedures.

Percentage of Duties	Essential Functions
20%	Researches and analyzes confidential and sensitive departmental personnel policy and program issues and presents recommendations on topics/issues related to legislation, workload, processes, staffing allocations, etc. to Supervisor II. Provides field office management, Claims Management Offices (CMO), Customer Services Center (CSC), Paid Family Leave (PFL), and Central Office (CO) with analysis of data/information and statistical reports related to field operations and monthly production. Analyzes and reports findings in written reports, graphs, charts, and/or issue memo format to identify system issues and solutions. Analyzes issues/requests with elevated inquiries related to procedural, technical, and administrative topics by identifying root cause, creating surveys for data collection, preparing solutions, and presenting findings/recommendations on next steps for resolution for approval and implementation by the Division Chief and EDA. Shares information requests/meetings/data, and tracks and reports on projects' actions/progress, using Excel, Word, and SharePoint; works as a project team member and closely with project lead to support objectives, goals, and milestones for system improvements, on behalf of the Field Operations Division (FOD). Works on projects related to system enhancments, legislative mandates, training, interim direction, staff redirection, workload focus, and process improvements.
20%	Acts as a liaison between DI Branch Field Offices (FO) and the Business Continuity Office (BCO) to handle and process sensitive and confidential request for Identification (ID) badges. Analyzes numerous data sources to determine proper submission of staff action requests to BCO. Tracks all requests for all FO ID badges, using an Excel spreadsheet, to ensure they are processed promptly; determines if information is accurate and meets requirements/guidelines for approval, upon receipt of the requests; returns all inaccurate ID badges to the BCO to be corrected and resubmitted. Acts as liaison with DI Branch CO Automated Systems Liaison Unit (ASLU) and FOs to receive and evaluate required information related to requests, issues related to statewide equipment/supply requests, ZOOM access, ADOBE, conference lines, SharePoint resources, and related items for all DI Branch FOs. Acts as SPOC with the DI Branch CO ASLU by collecting necessary information for SharePoint and provisioning requests, updates to distributions lists, creation of Outlook mailboxes, equipment needs, support for PC refreshes. Reviews monthly vendor report, performs analysis of field usage to validate appropriate access, webpage visits, and reports findings. Troubleshoots and provides input to DI Branch FOs examiners by analyzing system errors/issues related to creation of unnecessary or duplicative work items, seeking opportunities for automation to increase claims processed without examiner review, reviewing audit findings for rebuttal or corrections, performing quality review quarterly roll ups, referring to the Medical (MD) Guidelines and providing examiners with solutions, in order to assist with improving SDI Online automation and fixes for prompt benefit payments. Maintains a tracking Excel spreadsheet to ensure permissions are updated, as needed, including removal of permissions, which is information used to support contract renewal. Acts as a SPOC for the FOD SharePoint Sites, with guidance from the ASLU Branch SharePoint administrator and other partners, to ensure the needed tools and materials are available; assists the field, EDAs, Division Chiefs, and the FOs by maintaining directories, uploading documents, per EDA/DC request, updating vacation bidding calendars, adding required information on functional telephone interviews (FTI) and PowerPoints with instructions on MD Guidelines permissions/event logs, reviewing FOD requests. Reviews information and makes updates to materials on SharePoint, as requested by managers. Provides guidance and direction, regarding SharePoint usage. Requests, receives, and

	reviews submissions for updates to 6 Field Directories and the EDD Directory. Tracks requests and makes the less complex changes, once approved by the unit manager, and forwards all other requests to senior analysts.
20%	Assists the Supervisor II with administrative details by researching and analyzing elevated, complex, claim issues related to DI and PFL programs for prompt resolution. Provides recommendations to the Supervisor II on policy formulation and complex administrative actions for the DI and PFL programs. Researches and analyzes administrative issues related to DIB facilities, information technology, human resources, and business operations, in order to come up with solution recommendations; reaches out to subject-matter-experts (SMEs), as needed, as part of research. Provides consultation and technical assistance to Branch management and staff on the less complex sensitive departmental or program issues.
20%	Provides research and analyses of data to provide next steps for FO Management decisions on process changes for optimal operations of Claims Management and Call Centers, including DI, PFL, DI for State Employees, Nonindustrial DI (NDI), and Voluntary Plan (VP). Works on and resolves requests/inquiries related to various topics, such as overtime, equipment, access to FOD SharePoint resources and/or historical information, procedures, etc., which are received by field office managers. Assigns meeting facilitator for accurate rotational duties, reviews topics for assignment to meeting agendas. Prepares timely and accurate written communications; maintains calendars; surveys supply needs; reviews overtime requests (DE 611s) for proper completion with required approval signatures; completes annual equipment reconciliations; maintains list of abbreviations; updates directories and reference material. Acts as liaison between the Senior Leadership Team and Field Office management by planning and coordinating meetings and communications. Acts as a liaison to support the implementation of various projects, such as Knowledge Management System (KMS), which is the replacement of manuals, Work Force Management (WFM), which is activity tracking, fraud deterrent projects, and FOD presentations, by creating reports, staff redirection schedules, brainstorming process improvement opportunities, and identifying metric results; uses analytical skills to detect patterns, interpret data, and consider multiple factors and options. Collaborates with CO personnel to provide information/input on procedures for business requirements and prepare actions plans. Performs post-implementation reviews and analyses of project goals and results. Completes ad hoc requests and reports from DI Branch Executive Leadership and EDAs related to statistical data for ongoing or new projects with short turnaround timeframes; conducts ad hoc surveys for Division Chiefs and EDAs to collect, gather, and analyze information for potential next steps and/or resolutions of new or ongoing projects. Functions as liaison with Administrative Section to compile data and information, regarding requests about retirements, overtime hours worked, type of customers serviced, etc.
15%	Investigates and prioritizes procedural, administrative, and technical issues elevated by CMO, CSC, PFL, CO, and other Department entities, to assist with the development of business solutions, procedural modifications, manual amendments, and the deployment of Branch solutions. Answers a variety of payroll and benefit questions from management at all levels in the FOs, as the liaison with DI Branch CO Personnel Services Unit and Budget and Facilities

	Unit. Researches, interprets. and applies specific laws, rules, regulations, policies, and procedures related to payroll and benefit transactions, CalAters, and Concur Travel. Serves as the liaison between management and DI Branch Senior Leadership Team in communicating changes in regulations, policies, and procedures pertaining to payroll and benefit matters. Communicates effectively with EDAs and FOD management to ensure all timesheets are calculated completely and accurately. Reviews and submits monthly overtime hours requests for approval.
Percentage of Duties	**Marginal Functions**
5%	Performs other duties as assigned.

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

Standing: Occasionally - activity occurs < 33%	Sitting: Continuously - activity occurs > 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: Cubicle is equipped with a sit/stand work station.

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

Supervision Exercised*:* N/A

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:

Supervisor's Signature: Date:

Civil Service Classification	Position Number
Analyst I	280-309-5157-976

7. HRSD USE ONLY		
Classification and Pay Group (CPG) Approval		
☒ Duties meet class specification and allocation guidelines. ☐ Exceptional allocation, 625 on file.	CPG Analyst initials AF	Date approved 11/5/2026

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