CAL GUARD
California Military Department
EST. 1850

CMD 900-54
(Rev. 09/2024)

DUTY STATEMENT

☒	Current
☐	Proposed

Position Classification: Analyst I	**Working Title:** Billing Analyst
Position Number: 006-177-5157-103	**CBID:** R01
Work Week Group: 2	**Work Hours:** Monday – Friday; 8:00AM – 4:30PM
Command/Directorate/Unit: J6 State Network Team	**Physical Work Location:** 10601 Bear Hollow Dr., Rancho Cordova, CA 95670
Supervisor Name: Heidi Handal	**Supervisor Classification/Rank:** Manager I
Current Incumbent: Vacant	**Effective Date:** TBD

Position Requirements:

☐ Conflict of Interest Filer (Form 700)
☐ California Driver's License
☐ Class A ☐ Class B ☐ Class C
☐ Class C w/Endorsement: _____

☐ Travel to Multiple Locations
☐ Occasional Travel
Other (Specify):

As an employee of the California Military Department (CMD), you are required to perform the essential functions of the position with or without reasonable accommodation. The incumbent is also expected to work cooperatively with internal staff/external partners and treat others fairly, honestly and with courtesy and respect. In addition to providing the highest level of customer service while meeting the CMD mission.

Position Identification:
This position works within the California Military Department (CMD), State Network Team (SNT). Under the supervision of the Manager I, the Analyst I performs analysis, provides technical assistance, and provides information and recommendations to SNT leadership and State funds managers. Tasks are reviewed to ensure that necessary clearances and endorsements are obtained, and any budget concerns are addressed.

Essential Functions:

30%	**Invoice Preparation and Processing** • Assist in auditing, analyzing, and preparing invoices for management approval and signature in a timely manner. • Obtain invoices, reports, and other required information from online vendor portals. • Use the proper coding structures per chart of accounts prior to submitting invoices for payment.
25%	**Account Reconciliation/Data Analysis** • Review and receipt purchase orders, service orders, and other purchase documents to ensure proper payment in the Financial Information System for California (Fi$Cal). • Ensure each invoice complies with the purchase order or contract. • Facilitate service requests such as billing changes, cancel/suspend services, international service, plan adjustments, change service provider, and activate service for State accounts. • Facilitate documentation and paperwork necessary for the Chief Agency Telecommunications Representative CATR to manage accounts such as STD. 20 and STD. 209, procurement forms.
20%	**Customer and Internal Communication** • Maintain effective working relationships with customers across all directorates and with external vendors.

	• Communicate directly with the CATR on account status and bill information by providing monthly invoices with cost breakdowns and statistical data based on the account. • Respond to routine inquiries regarding invoices, charges, dispute notifications, payment penalties, purchase records, and accounts from administrative officers, program managers, suppliers, and control agencies. • Provide research, follow-up, and takes appropriate action to resolve less complex customer inquiries. • Works with Accounting Technicians as necessary to resolve coding and invoice issues.
20%	**Compliance and Process Improvement** • Ensure billing follows organizational policies, contracts, and regulatory requirements. • Maintain the invoice tracking tool to ensure all invoices are entered and paid. • Prepare spreadsheets and reports as required for specific workloads and reconcile accounts based on daily/weekly/monthly activities. • Summarize the costs and reimbursements, monthly, for Appendix 1005 to Management for reimbursement. • Maintain and develop Standard Operational Procedures (SOP) as needed to ensure processes are updated. • Identify system or workflow inefficiencies and recommend improvements.
Non-Essential/Marginal Functions:	
5%	• Other duties as assigned.
Knowledge, Skills, and Abilities:	
Knowledge of: Principles, practices, and trends of public and business administration, management, supportive staff services, and governmental functions and organization.	
Skills: N/A	
Ability to: Reason logically and creatively and utilize a variety of analytical techniques to resolve complex governmental and managerial problems; develop and evaluate alternatives; analyze data and present ideas and information effectively; consult with and advise administrators or other interested parties on a wide variety of subject-matter areas; and gain and maintain the confidence and cooperation of those contacted during the course of work.	
Required Qualifications: N/A	
Desirable Qualifications: • Work in a team environment and collaborate with internal and external stakeholders. • Effective written and oral communication skills. • Ability to effectively analyze complex data, provide recommendations and present research and findings to supervisors and management. • Ability to complete tasks and provide a quality work product with minimal supervision. • Maintains attention to detail. • Experience working with PowerBI/Tableau.	
Work Environment: • This position primarily works in an office setting with standard office equipment, artificial lighting and temperature control.	
Physical/Mental Abilities: • Ability to move IT materials, such as files or boxes of documents, and standard computer equipment weighing up to 50 lbs.	
Equipment Used:	

- Telephones, computers with office automation, printer, facsimile, keyboard, mobile devices (iPads, iPhones, Cradle points, Mi-Fis) hand carts, step ladders and pallet jacks.

Employee Certification:

This duty statement reflects the typical duties of the essential functions described for the position. It is not considered an all-inclusive list of work requirements. I have read and discussed the duties of this position with my supervisor and understand I may perform other duties as assigned, including but not limited to, work in other functional areas to cover absences, peak work periods, or balance workload.

I certify I possess qualifications, including but not limited to, integrity, initiative, dependability, good judgment, and the ability to work cooperatively with others. Additionally, I am able to perform the assigned duties with or without reasonable accommodation. Should I have any concerns performing the assigned duties, I will discuss them with the hiring manager who will provide information for the Return-To-Work Coordinator.

I have read the duty statement and discussed the duties with my supervisor.

Employee Name (Print)	**Signature**	**Date**

Supervisor Statement:
I have discussed the duties outlined in the duty statement and provided a copy to the employee.

Supervisor Name (Print)	**Signature**	**Date**

State Personnel Office Use Only

State Personnel Certification: Approval

C&P Analyst Name (Print)	**Signature**	**Date**