COVERED CALIFORNIA

Job Description

Classification: Research Data Specialist I

Position Title: Analytics and Reporting Specialist

Position Number: 801-140-5742-009

Division/Branch: PERD

Location: Sacramento

Job Description Summary

Under general direction of the Research Data Supervisor II (RDS II) Manager over the Analytics and Reporting Unit, the Research Data Specialist I (RDS I), Analytics and Reporting Specialist serves to support and implement the functions of Covered California's Analytics and Reporting Unit. Using qualitative and quantitative research methods acts in a supporting role with organization-wide data reporting and strategic planning initiatives, and a lead role for projects supporting more focused data analytics and reporting. Participates in discussions with management on the design and strategic direction Covered California's analytic agenda. Duties may include access to information systems containing protected enrollee information, including federal tax information, protected health information, and personally-identifying information.

Job Description

35% (E)
Oversees projects to support policy and operations for Eligibility & Enrollment, Policy, Sales/Outreach, Marketing and other Divisions within Covered California. Works directly with staff and line management of other divisions to identify and develop methods where data and analytics can improve operational efficiency and understanding of program and policy performance. Functions include, but are not limited to, assessing data quality and data enhancement efforts for analytic research, specifying data extracts, designing/building dashboards, and authoring and delivering presentations. Makes recommendations to the Research Data Supervisor II and staff in other Divisions on the projects and initiatives to support Covered California's analytic agenda. Duties require access to extremely sensitive consumer Personally Identifiable Information (PII), Protected Health Information (PHI), and tax information.

35% (E)
Initiates data reporting activities undertaken by the Policy, Eligibility, and Research Division using analytics and research methodologies. Uses software programs such as Stata, Python, Excel Power Pivot, Snowflake, Tableau, and/or other software packages to create, visualize, analyze, and interpret data, and builds dashboards to disseminate the information. Mentors and supports Research Data Analysts in data collection and data reporting and applies appropriate statistical methods to ensure accurate reporting and data integrity. Works with Research Data Specialists, Data Scientists, and other subject matter experts to recommend, design, plan, and implement data projects (both quantitative and qualitative) for the Division and other Divisions that focus on the complete journey of Covered California's enrollees. Advises on research and statistical methods, and reviews analyses conducted by other members of the team. Presents

recommendations to leadership on critical areas for data reporting to support operational needs. Provides consultative services to internal/external stakeholders (e.g., departmental management and staff) and guides them in making decisions about creating or changing programs.

20% (E)
Acts as a consultant on select areas for data warehouse projects. Identifies appropriate data elements from multiple databases to create new data elements. Consults with Covered California subject matter experts in the use of reporting instruments and methodologies. Conducts statistical analysis and interpretation of report findings. Develops and presents report findings and recommendations for program operational changes based on results. Carries out policies and procedures for the Analytics and Reporting Unit and organization-wide data governance for releasing data to external agencies consistent with current federal and state laws, rules, and regulations. Reviews and approves public data reports including reports delivered through presentations to the Covered California Board, press releases, and reports to federal and state control agencies.

10% (M)
Presents qualitative and quantitative research findings and recommendations to Policy and other division management. Represents Policy Division in a variety of settings regarding Covered California analytic and reporting priorities. Prepares informal and formal presentations of research progress, barriers, and findings from data projects for management and staff to make recommendations based on research results. Performs special projects to meet the mission and objectives of the Policy, Eligibility, and Research Division and Covered California. Travels locally to attend meetings, training, and seminars.

Scope and Impact
a. *Responsibility for Decisions and Consequences of Error:* The incumbent is responsible for making policy recommendations to superiors with moderate supervision. The incumbent uses data to forecast trends and assess potential impact in areas where changes are being implemented and a body of knowledge or experience does not exist. If care is not taken in researching fully before making recommendations, decisions could be made based on incorrect information which could lead to being out of compliance with state and federal regulations and laws which could affect Covered California to make accurate projections for sustainability.
b. *Administrative Responsibility:* This position does not have administrative responsibility.
c. *Supervision Exercised:* This position has no supervisory duties but assists Research Data Analysts I/II.
d. *Frequent Internal Personal Contacts:* Program Leads, middle management across multiple Covered CA divisions, internal consultants
e. *Frequent External Personal Contacts:* Academic partners, researchers, and other state agencies.

Physical and Environmental Demands
Work Environment
Work in a climate-controlled office under artificial lighting; exposure to computer screens and other basic office equipment; office space is open and thus noisy; work in a high-pressure fast-paced environment, under time critical deadlines; work long hours; must be flexible to work days/nights, weekends and select holidays as needed; during peak periods, may be required to work overtime; appropriate dress for the office environment.
Essential Physical Characteristics

The physical characteristics described here represent those that must be met by an employee to successfully perform the essential functions of this classification. Reasonable accommodations may be made to enable an individual with a qualified disability to perform the essential functions of the job, on a case-by-case basis. Ability to attend work as scheduled and on a regular basis and be available to work outside the normal workday when required. Continuous: Upward and downward flexion of the neck. Frequent: sitting for long periods of time (up to 70%); repetitive use of hands, forearms, and fingers to operate computers, mouse, and dual computer monitors, printers, and copiers (up to 70%); long periods of time at desk using a keyboard, manual dexterity and sustained periods of mental activity are need; frequent: walking, standing, bending and twisting of neck, bending and twisting of waist, squatting, simple grasping, reaching above and below shoulder level, and lifting and carrying of files, and binders. Note: Some of the above requirements may be accommodated for otherwise qualified individuals requiring and requesting such accommodations.

Working Conditions and Requirements

a. *Schedule:* Core business hours are Monday through Friday, 8:00 am - 5:00 pm.
b. *Travel:* Travels locally for meetings, training, and/or conferences up to 10% of the time.
c. *Other:*