

DUTY STATEMENT

Employee Name: VACANT	Position Number: 580-510-5393-909
Classification: Associate Governmental Program Analyst	Tenure/Time Base: Permanent / Full-Time
Working Title: Business Support Analyst	Work Location: 3901 Lennane Drive, Sacramento, CA 95834
Collective Bargaining Unit: R01	Position Eligible for Telework (Yes/No): Yes
Center/Office/Division: Center for Family Health / Women, Infants, and Children (WIC) Division	Branch/Section/Unit: Operations / Business Support Section

All employees shall possess the general qualifications, as described in California Code of Regulations Title 2, Section 172, which include, but are not limited to, integrity, honesty, dependability, thoroughness, accuracy, good judgment, initiative, resourcefulness, and the ability to work cooperatively with others.

This position requires the incumbent to maintain consistent and regular attendance; communicate effectively (orally and in writing) in dealing with the public and/or other employees; develop and maintain knowledge and skill related to specific tasks, methodologies, materials, tools, and equipment; complete assignments in a timely and efficient manner; and adhere to departmental policies and procedures.

All California Department of Public Health (CDPH) employees perform work that is of the utmost importance, where each employee is important in supporting and promoting an environment of equity, diversity, and inclusivity, essential to the delivery of the department's mission. All employees are valued and should understand that their contributions and the contributions of their team members derive from different cultures, backgrounds, and life experiences, supporting innovations in public health services and programs for California.

Competencies

The competencies required for this position are found in the classification specification for the classification noted above. Classification specifications are located on the [California Department of Human Resources' Job Descriptions webpage](#).

Job Summary

This position supports the California Department of Public Health's (CDPH) mission and strategic plan by advancing the health and well-being of California's diverse people and communities. As an employee of the Women, Infants, and Children (WIC) Division's Operations Team, specifically the Business Support Section, the incumbent supports the section chief, who leads two units that provide administrative-technical oversight and assistance with contracts, procurements, and facility maintenance of the Women, Infants, and Children (WIC) program property by conducting thorough

analyses of projects and assess tasks that are dependent on each other.

The incumbent works under the direction of the Chief, Business Support Section (BSS), Staff Services Manager II (SSM II). The Associate Governmental Program Analyst (AGPA) is responsible for the leading and collaborative planning, development, and coordination of complex management of activities and projects designed to enhance and improve internal operations in the CDPH WIC Division. In collaboration with the BSS Chief, the AGPA assists in the coordination and development of strategies related to streamlining WIC contract processes, including providing recommendations for improving operations activities and support, coordinating various audits, and enhancing and tracking the section's reporting. The incumbent acts in a lead capacity in administrative project management, researching for various projects as required, and writing contractual solicitations that align with programmatic technical needs and regulations, and demonstrates initiative, independence, and strong analytical skills. In addition, this position ensures compliance with state and federal requirements and assists with the coordination and preparation of responses to various BSS assignments and drills from executive management.

Special Requirements

- Conflict of Interest (COI)
- Background Check and/or Fingerprinting Clearance
- Medical Clearance
- Travel:
- Bilingual: Pass a State written and/or verbal proficiency exam in
- License/Certification:
- Other:

Essential Functions (including percentage of time)

- 40% Works collaboratively with the BSS staff and CDPH WIC Division staff, managers, Department of General Services (DGS), CDPH Accounting, and CDPH Program Support Branch (PSB) to plan, coordinate, and process work on complex projects to improve and streamline contract processes and document procedure changes. Gathers information and data from departmental resources, DGS, and PSB, and evaluates alternative strategies and makes recommendations to management accordingly. Provides support for WIC local agency agreements, business support contracts, and procurements by assisting with development of job aids and reviewing of contracts and procurements for workflow chart process improvements. Consults with other CDPH WIC Division staff, managers, internal stakeholders such as other WIC branches, and external stakeholders such as the California WIC Association and the National WIC Association to identify effective business solutions when needed. Develops detailed work and project plans, including enhanced tracking tools such as Microsoft Excel or other software programs needed to maintain project priorities for the purpose of monitoring and reporting to management and provides the BSS chief status updates on all projects as requested.

- 20% Works together with the BSS Chief and the Operations Staff Services Manager (SSM) I (Specialist) to support CDPH/WIC Division staff and managers in the implementation of initiatives intended to improve the quality of the operations services in the WIC Division. These initiatives include internal shared drive documentation and organization, working with DGS and PSB to identify alternatives for transitioning to the digitizing of WIC archive records, and other process improvement efforts. Creates tools and timelines using the various Microsoft applications, and others that may be recommended by DGS and or PSB. Keeps management apprised of the status of the initiative and provides recommendation for any unforeseen issues.
- 20% Supports the BSS Chief in assignments such as internal audit coordination with WIC subject matter experts and policies and procedures review and drills that come from WIC senior management that require coordination of responses from other internal WIC staff, including those with and quick turnaround time requirements. Coordinates audits (such as those completed by DGS as well as federal audits), by preparing required reports, materials, information, and responses to questions from WIC assigned subject matter experts. Provides assistance in the creation of responses to auditors regarding audit findings (possibly by consulting with SSM II) and recommends and develops corrective action plans relating to internal audits, the annual CDPH Single Audit, and other audits/reviews. Manages responses from staff across the division regarding the various audits. Works closely with the BSS Chief, SSM I (Specialist), and various subject matter experts in assisting and coordinating the preparation of responses for the yearly WIC Division Single Audit to ensure all responses are captured properly.
- 15% Represents the BSS at in person or virtual meetings, as required within WIC and other divisions that include various segments of the CDPH Administration Division and Information Technology Services Division, internal and external auditors (such as DGS and federal auditors), and others, as required. Works to manage timelines and resources and prioritize dependencies. Develops and recommends enhancements for new office structures (e.g., the hybrid work model for onsite hotel spaces) to address business needs for electronic government and automation, including emerging technologies.

Marginal Functions (including percentage of time)

5% Performs other job-related duties as assigned.

I certify this duty statement represents an accurate description of the essential functions of this position. I have discussed the duties and have provided a copy of this duty statement to the employee named above.

I have read and understand the duties and requirements listed above and am able to perform these duties with or without reasonable accommodation. (If you believe reasonable accommodation may be necessary, or if unsure of a need for reasonable accommodation, inform the hiring supervisor.)

Supervisor's Name:	Date	Employee's Name:	Date
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Supervisor's Signature	Date	Employee's Signature	Date
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HRD Use Only:

Approved By: Brittany Hanson

Date: 3/4/2024