

**Duty Statement**

Classification: Associate Governmental Program Analyst		
Working Title: Employee Experience Survey Analyst		
Program: Director's Office		
Division: Strategic Planning and Workforce Development		Branch:
Section: Professional Development Section		Unit: Training and Survey Administration Unit
Office Location: 1501 Capitol Avenue, Sacramento, CA 95814		
COI Classification:	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	CBID: R01      Position Number: 808-500-5393-XXX
Telework Eligible:	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Maximum Telework Days: (generally up to 3 days per week) 3 days per week
Bilingual Position:	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Specify Language: Not Applicable
<p>This position requires the incumbent to maintain consistent and regular attendance; communicate effectively, both orally and in writing, when interacting with others; develop and maintain knowledge and skills related to specific tasks, methodologies, materials, tools, and equipment; complete assignments in a timely manner; and adhere to departmental policies and procedures regarding attendance and conduct.</p>		
<p><b>Job Summary:</b></p> <p>Under the direction of the Staff Services Manager I of the Training and Survey Administration Unit, Strategic Planning and Workforce Development Division, the Employee Experience Survey Analyst is responsible for designing, developing, and delivering employee lifecycle surveys; consulting with departmental managers and supervisors; analyzing employee feedback and communicating survey findings; supporting DEI (diversity, equity, and inclusion) initiatives; and performing other special projects.</p>		
<p><i>The duties contained in this job description reflect general details as necessary to describe the principal functions of this job. It should not be considered an all-inclusive listing of work requirements. The incumbent of this position may perform other duties (commensurate with this classification) as assigned, including work in other functional areas to cover during absences, to equalize peak work periods or to otherwise balance the workload.</i></p>		

<b>Description of Duties:</b>	
<b>% of Time</b>	<b>Essential Functions</b>
35%	Design, develop, deliver, and analyze DHCS employee lifecycle surveys. Act as the subject matter expert (SME) for survey analysis and design. Administer a suite of employee lifecycle surveys to include annual employee engagement, entrance, onboarding, and exit surveys. Evaluate survey results to gain insights, identify trends, establish benchmarks, and identify areas of improvement and areas of strengths. Develop reports, infographics, and PowerPoints to communicate the DHCS employee lifecycle experience. Administer and track all SPAWDD surveys and develop procedures for continual analyses of the survey results.
25%	Measure employee engagement and perform program outreach. Act as an employee engagement subject matter expert in providing consultative services to program areas and their unique employee engagement needs. Prepare and present survey result insights to leadership. Perform special projects relating to employee feedback initiatives as required.
20%	Measure effectiveness of SPAWDD training and services. Assess training effectiveness through a variety of mechanisms and prepare reports to communicate results to trainers and course organizers. Design participant feedback evaluations using survey best practices. Implement solutions for the continuous capture of trainee sentiment in the Department's learning management system, Cornerstone OnDemand.
15%	Assist in the management of SPAWDD's vanity mailbox. Responds or routes incoming inquiries as appropriate.

<b>Description of Duties</b>	
<b>% Of Time</b>	<b>Essential Functions</b>
<b>% Of Time</b>	<b>Marginal Functions</b>
5%	Perform special projects relating to the department's workforce and organizational development functions as requested by the SSM I. Provides independent research, analysis, and project management of special workforce development programs and initiatives.

**Supervision Received:** Under Direction by the (enter supervisor classification):

Staff Services Manager I.

**Supervision Exercised: (check all that apply)**  Non-Supervisory Classification / None

Clerical Staff

Analytical Staff

Technical Staff

Professional Staff

Supervisory Staff

Managerial Staff

**Special Requirements:**

Medical Evaluation /Clearance

Typing Certificate

Valid Driver's License

Background Check / Finger Printing Clearance

Valid Professional License (please specify): \_\_\_\_\_

**Desirable Qualifications:**

- Ability to evaluate and analyze data, formulate conclusions, and present ideas effectively both orally and in writing.
- Experience utilizing statistical programs (e.g., SPSS, SAS, Microsoft Excel, etc.) to aggregate, manipulate, and analyze data.
- Experience using training outcome measures, data, and continuous improvement processes to ensure training meets organizational needs.
- Excellent analytical skills and the ability to think strategically while remaining focused on goals and objectives.
- Demonstrated ability to work with diverse stakeholders from a wide variety of professional backgrounds and experiences.
- Knowledge/understanding of basic data concepts and ability to perform statistical analyses of qualitative data.

**Working Conditions (Check all that apply):**

Prolonged Periods of:

Standing

Sitting

Kneeling

Bending

Travel May be Required:

Occasional

Over Night

Requires Lifting of Heavy Objects up to: \_\_\_\_\_

**Acknowledgements:**

**Human Resources Acknowledgement:** The Human Resources Division has reviewed and approved this duty statement as of \_\_\_\_\_ by \_\_\_\_\_.

**Employee Acknowledgement:** I have discussed with my supervisor the duties of the position and have received a copy of this duty statement.

Employee Name:

Employee Signature:

Date:

**Supervisor Acknowledgement:** I certify this duty statement represents an accurate description of the essential functions of this position. I have discussed the duties of this position with the employee and provided the employee a copy of this duty statement.

Supervisor Name:

Supervisor Signature:

Date:

**Duty Statement**

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<b>Description of Duties:</b>	
<b>% of Time</b>	<b>Essential Functions</b>
35%	Assist with the design, development, delivering, and analyzing of DHCS employee lifecycle surveys. Administer a suite of employee lifecycle surveys to include annual employee engagement, entrance, onboarding, and exit surveys. Evaluate survey results to gain insights, identify trends, establish benchmarks, and identify areas of improvement and areas of strengths. Develop reports, infographics, and PowerPoints to communicate the DHCS employee lifecycle experience. Administer and track all SPAWDD surveys and provide recommendations and/or develop procedures for continual analyses of the survey results.
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 Professional Staff  Supervisory Staff  Managerial Staff

**Special Requirements:**  
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Supervisor Name:	Supervisor Signature:	Date:
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