

State of California - Department of Social Services

DUTY STATEMENT

EMPLOYEE NAME:

Vacant

CLASSIFICATION:

Associate Governmental Program Analyst

POSITION NUMBER:

800-693-5393-702

DIVISION/BRANCH/REGION: *(UNDERLINE ALL THAT APPLY)*

Admin/Human Resource Services

BUREAU/SECTION/UNIT: *(UNDERLINE ALL THAT APPLY)*

Payroll and Benefits Section

SUPERVISOR'S NAME:

Valentina Osborne

SUPERVISOR'S CLASS:

Staff Services Manager I

SPECIAL REQUIREMENTS OF POSITION *(CHECK ALL THAT APPLY)*:

- Designated under Conflict of Interest Code.
- Duties require participation in the DMV Pull Notice Program.
- Requires repetitive movement of heavy objects.
- Performs other duties requiring high physical demand. *(Explain below)*
- None
- Other *(Explain below)*

I certify that this duty statement represents an accurate description of the essential functions of this position.

SUPERVISOR'S SIGNATURE

DATE

I have read this duty statement and agree that it represents the duties I am assigned.

EMPLOYEE'S SIGNATURE

DATE

SUPERVISION EXERCISED *(Check one)*:

- None Supervisor Lead Person Team Leader

FOR SUPERVISORY POSITIONS ONLY: Indicate the number of positions by classification that this position DIRECTLY supervises.

Total number of positions for which this position is responsible:

FOR LEADPERSONS OR TEAM LEADERS ONLY: Indicate the number of positions by classification that this position LEADS.

MISSION OF ORGANIZATIONAL UNIT:

The California Department of Social Services (CDSS) employees are our most important resource in serving California's needy and vulnerable children and families. We partner with our employees, managers, and supervisors to select, hire, develop, and maintain the best professional workforce in State Service.

CONCEPT OF POSITION:

The Associate Governmental Program Analyst (AGPA) works under the direction of the Staff Services Manager I, Payroll Unit, and provides guidance, assistance, and support to the Payroll and Benefits Section. This role also assists the Payroll Unit with complex and difficult assignments and is responsible for providing technical assistance regarding process improvements through technological platforms and applications. The AGPA responds to departmental employees and managers on payroll issues, provides liaison and technical support relating to electronic submission of timesheets, requests for personnel action (RPAs), On/Offboarding, and other automated processes. This position requires autonomy, a high degree of initiative, and independence.

A. RESPONSIBILITIES OF POSITION:

30% Analyze, evaluate, update, and disseminate policies and procedures related to disability, payroll, and benefits. Make recommendations to management of necessary changes to Department procedures to implement mandated changes from control agencies. Develop, update, and maintain the Accounts Receivable Write-Off Process; work with Accounting to collect and intercept overpayments via the Franchise Tax Board and the State Controller's Office. Review and analyze reports from control agencies and take timely and appropriate action. Review, reconcile, and process various expenses and invoices from control and state agencies (EDD, CalPERS, SCO.) Ensure all transactions are accurate and timely, following the policies and procedures. Review and dispute all non-controllable charges, such as those related to disability or retroactive salary increases initiated by control agencies, on the monthly SCO Retroactivity Report. Review and dispute all non-controllable charges, such as those related to disability or retroactive salary increases initiated by control agencies, on the monthly SCO Retroactivity Report. Document the reason for each dispute and submit them to SCO timely. Ensure all disputed charges are removed from the quarterly Retroactivity invoice before approving payment and coordinating with SCO to have errors corrected.

25% Analyze and review the regular error report, research discrepancies, and take the appropriate action to make corrections in the system due to data entry errors, data changes, leave adjustments, or system audit clean-up. Maintain an understanding of related rules, regulations, Departmental policies and procedures, and Bargaining Unit Memorandums of Understanding related to leave accounting functions to provide training, technical assistance, and ensure compliance. Serve as a liaison in processing administrative actions by logging, tracking, and disseminating information from PMU and ensuring timely and proper action by the Personnel Specialist. Independently create, maintain, and distribute the Monthly Transactions Calendar with internal due dates and identified items from SCO's decentralized calendar. Ensure all dates and information are accurate before releasing them to staff.

20% Perform audits and reconciliation of Departmental records, such as attendance and leave histories, employment history and reconstruction, pay differentials, employment history, payment history, employer-sponsored deductions, leave accounting, and special projects by working closely with other sections or divisions to ensure data integrity and accurate reporting by identifying and correcting discrepancies. Order MIRS reports upon request to assist with special projects to confirm changes in employee salary after SCO mass updates. Export the data to prepare tables, spreadsheets, and charts to portray data based on audience or business needs. Prepare reports and make recommendations on procedures, policies, and program alternatives. Maintain and update the Administration Manual for the PBS in compliance with CalHR and SCO directives

15% Work directly with the Information Services Division and other subject matter experts to enhance or modify the Service Now system (SN) and the ServiceNow human resources application as it applies to the PBS by using conceptual problem-solving and reasoning to constantly review and streamline processes, compare data, evaluate alternatives, analyze and identify service options and program categories, informational/data needs, present ideas, develop business requirements, assess downstream impacts, perform User Acceptance Testing (UAT), create service materials, monitor the growth and efficiency, provide training and perform ongoing program development and maintenance, which include, but are not limited to timesheets, requests for personnel actions, position control, administrative time off, and telework.

10% Assist with developing training on laws, rules, regulations, and bargaining contract provisions affecting personnel record keeping, personnel transactions, payroll and certification, employment history, and leave accounting such as disability, overtime, dock, out-of-class, and salary determinations; establishing accounts receivables; maintaining personnel records by processing appointments, transfers, separations, retirements, and miscellaneous personnel transactions; performs onboarding and benefit orientations; and displays familiarity with automated systems such as using the California Leave Accounting System (CLAS) to process leave benefit accrual and usage transactions and the Affordable Care Act (ACA) system.

B. SUPERVISION RECEIVED:

The AGPA is directly supervised by the Staff Services Manager I, Payroll and Benefits Section, and receives assignments and direction from the Branch/Section Chiefs as needed.

C. ADMINISTRATIVE RESPONSIBILITY:

NONE

D. PERSONAL CONTACTS:

The AGPA will have daily contact with all levels of Departmental employees and representatives from other State agencies and the public. Contact with the public is primarily by telephone contact. Must collaborate and work well with co-workers and clients, provide clear and concise communication, have patience when dealing with upset and/or frustrated clients, track and meet multiple deadlines, and interpret and adhere to guidelines and directions received.

E. ACTIONS AND CONSEQUENCES:

The AGPA exercises judgment in making critical decisions affecting personnel needs for the Payroll and Benefits Section. Poor judgment, inadequate research, or failure to analyze a situation thoroughly could result in costly and less than optimal performance to the program or person being served, as well as a loss of credibility to the Department. This position has access to confidential, personal, and sensitive information and the AGPA is expected to maintain the privacy and confidentiality of such information. Failure to maintain confidentiality could adversely affect the HRSB, Division, or Department.

F. OTHER INFORMATION:

The AGPA must demonstrate the ability to act independently and be open-minded, flexible, and tactful. The AGPA must possess good communication skills, use sound judgment and decision-making; exercise creativity and flexibility in problem identification and resolution; manage time and resources effectively; be responsive to the department's management needs, and provide excellent customer service. In addition, the AGPA should have experience working with changing priorities and the ability to research, interpret, and apply laws, rules, practices, and principles governing the state's personnel management practices. The AGPA must possess a strong aptitude for working with and solving personnel-related issues and knowledge of Microsoft and web-based applications. Ability to handle multiple assignments, meet critical deadlines, and communicate effectively, both orally and in writing, is a requirement for this position.