

**Department of Consumer
Affairs Position Duty Statement**
HR-41 (new 7/2015)

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| Classification Title Associate Governmental Program Analyst | Board/Bureau/Division California State Board of Optometry |
| Working Title Administration Analyst | Office/Unit/Section / Geographic Location Administration Unit |
| Position Number 631-120-5393-907 | Name and Effective Date |

General Statement: Under the direction of the Staff Services Manager I (SSMI), the Associate Governmental Program Analyst (AGPA) independently and at the full journey level, serves as the single point of contact for the creation of the Board's procedure manuals, assists with the processing of licensing applications, provides personnel support, and coordinates travel, training, and reimbursement for Board members and staff. This position also serves in a lead role over the administration clerical staff. Specific duties include, but are not limited to:

A. Specific Assignments [Essential (E) / Marginal (M) Functions]

35% Personnel Liaison (E)

- Conducts classification analyses to determine appropriate allocation levels and classifications by reviewing and comparing classification specifications, allocation guidelines, historical data, and duty statements.
- Develops justification memos to support proposed position upgrades, changes to duties of existing positions, transfers, out of class assignments, changes in classes, downgrades of existing positions, Training and Development (T&D) assignments, and refills of existing positions.
- Performs initial screening of applications against defined qualification factors prior the interview process.
- Identifies if Hire Above Minimum (HAMs) and T&D assignments may be appropriate, prepares applicable personnel-related requests and submits to the Department of Consumer Affairs' (DCA) Office of Human Resources Office (OHR) for final determination.
- Prepares and revises duty statements and organizational charts for proposed organizational changes.
- Prepares all personnel transmittal documents; processes all hiring, and appointment documents and ensures appropriate completion and routing.
- Requests and verifies employee eligibility for Family and Medical Leave Act (FMLA)/ California Family Rights Act (CFRA) from OHR Personnel (Transactions) Specialist.
- Performs reference checks on candidates and conducts Official Personnel File (OPF) reviews.
- Provides complex technical direction and assistance to management in vacancy recruitment efforts, which include preparing for and performing hiring interviews. Prepares job advertisements, responds to emails and phone calls from interested parties regarding vacancies, screens applications, and sits on interviewing panels.
- Interprets and advises management and staff on a wide variety of California Department of Human Resources (CalHR) and State Personnel Board (SPB) laws, rules, processes

- and procedures, collective bargaining contracts, as related to employee transactions, classification and pay, and labor relations issues.
- Serves as initial point of contact for all levels of Bureau staff; advises on inquiries regarding human resource issues such as health and safety, recruitment, appointment, and classification and pay issues.
 - Provides guidance and advice to Bureau management on the process of performance improvement plans, probationary reports and upward mobility patterns.
 - Educates management on laws, regulations, and policies as they relate to health and safety (FMLA/CFRA, Reasonable Accommodation, Catastrophic Leave, Workers' Compensation, etc.).
 - Direct management to the correct OHR discipline and/or resources for issues and concerns relating to attendance, appointments, leave balances, employment history, pay, benefits, health and safety, and employee information.
 - Research any leave discrepancies and gather documentation to make necessary corrections or send amended attendance forms to OHR for processing; audit leave record(s) with OHR when necessary.
 - Attend DCA personnel liaison meetings.

25% Executive Leadership Support (E)

- Tracking due dates for reporting requirements, Board and Committee meeting agendas and materials, and other staff assignments or requirements.
- Gather and organize completed staff work for reports, Board and Committee Meetings, and other staff assignments or requirements.
- Independently track and analyze monthly expenditures, provide monthly reports to Executive Leadership Team Organize the work of Unit Leads and the DCA Organizational Improvement Office to document and develop process maps and procedure manuals for each mission-critical function of the Board.
- Serves as the lead analyst assigns work to the Board's Administrative staff as directed by the SSMI. Review the work product of clerical staff in the Administration Unit and provide mentoring and skill development.
- Review current standards, for administration-related policies and procedures, legislative proposals, policy decisions, issue papers, technical research reports and proposals and provide recommendations and alternatives to management.

20% Board Member Liaison (E)

- Independently process attendance reports and mail reimbursements. Maintain, coordinate, and track training and filing requirements necessary to comply with the Department of Consumer Affairs and State of California.
- Independently research and compile logistics for Board and Committee meetings. Secure meeting spaces, resources, required attendees. Make travel arrangements as necessary.
- Works directly with the Executive Officer in carrying out Board and committee activities. This includes attending meetings, held four to six times a year, preparing, reviewing, and distributing meeting materials, researching and writing issue papers regarding questions and concerns, and coordinating logistics (web casting, scheduling meeting room, etc.) In conjunction with the Policy Analyst, reviews and approves meeting minutes developed by Administrative Office Technician.

15% Travel Liaison (E)

- Coordinate travel, room, and dining reservations and payments for Board and Committee meetings and other mission critical travel.
- Assist staff and Board and Committee Members in the preparation of travel claims.

- Provide individual training to staff and Board and Committee members on travel procedures.
- Independently track and maintain travel claims and reimbursement amounts in internal database. Utilizing the tracked information gather, organize, and analyze data to generate quarterly reports to the SSMI.

5% Training Liaison (E)

- Collect, organize, and disseminate information to staff about training opportunities and requirements.
- Monitor industry trends and keep skills current through research by participating in skill/knowledge development workshops, and through consultation with the DCA SOLID Training Services.
- Review, evaluate and select training contractors, equipment, programs, facilities, supplies and materials for use in training program and that meet objectives effectively and efficiently.
- Maintain record of staff training courses and track in database. Organize, maintain, and track information and completion certificates for all staff training.
- Independently, perform special projects relating to the training program.

B. Supervision Received

The AGPA reports directly to and receives the majority of assignments from the Staff Services Manager I; however, assignments may also come from the Executive Officer.

C. Supervision Exercised

None

D. Administrative Responsibility

None

E. Personal Contacts

The incumbent has frequent contacts with consumers, licensees, attorneys and the Board of Optometry board members and Board staff by telephone, e-mail, or in writing. The incumbent has limited contact with the media, professional associations, the legislature, other state agencies. The incumbent works directly with the Board's executive and licensing staff. The incumbent is required to maintain a positive, professional working relationship with members of the industry, other state and federal agencies, person and entities regulated by the Board, and staff from the Board and the Department of Consumer Affairs.

F. Actions and Consequences

Failure to properly ensure completion of Board responsibilities could result in the inability to fulfill its mission-critical activities related to the regulation of this profession for the protection of the consumer public.

Failure to provide services to employees and members could result in delay of warrants, benefits, and other personnel information, which could negatively impact Board employees and hinder the day to day operational needs of the Board.

G. Functional Requirements

No specific physical requirements are present: the incumbent works 40 hours per week in an office setting, with artificial light and temperature control. Daily access to and use of

a personal computer and telephone is essential. Sitting and standing requirements are consistent with office work.

H. Other Information

Incumbent must possess good written and verbal skills, use good judgment in decision-making, exercise creativity and flexibility in problem identification and resolution, manage time and resources effectively and be responsive to Board management needs. The AGPA routinely works with sensitive and confidential issues and/or documents and is expected to maintain the privacy and confidentiality of documents and topics pertaining to individuals or to sensitive program matters at all times.

Fingerprinting Requirement

Title 11, section 703 (d) of the California Code of Regulations requires criminal record checks of all personnel who have access to Criminal Offender Record Information (CORI). Pursuant to this requirement, applicants for this position will be required to submit fingerprints to the Department of Justice and be cleared before hiring. In accordance to DCA's (CORI) procedures, clearance shall be maintained while employed in a CORI-designated position. Additionally, the position routinely works with sensitive and confidential issues and/or materials and is expected to maintain the privacy and confidentiality of documents and topics pertaining to individuals or to sensitive program matters at all times.

I have read and understand the duties listed above and I can perform these duties with or without reasonable accommodation. (If you believe reasonable accommodation is necessary, discuss your concerns with the hiring supervisor. If unsure of a need for reasonable accommodation, inform the hiring supervisor, who will discuss your concerns with the Health & Safety analyst.)

Employee Signature

Date

Printed Name

I have discussed the duties of this position with and have provided a copy of this duty statement to the employee named above.

Supervisor Signature

Date

Printed Name

New: 3/2021