

☐ Current    ☒ Proposed

<b>Classification Title</b> Staff Services Analyst	<b>Division/Unit</b> Selection Division, Selection Services Program
<b>Working Title</b> Customer Service and Stakeholder Relations Analyst	<b>IT Domain</b> (if applicable)
<b>Position Number</b> 363-840-5157-XXX	<b>Effective Date</b> 10/01/21
<b>Name</b>	<b>Date Prepared</b>

## CalHR Mission and Vision

The California Department of Human Resources (CalHR) is responsible for issues related to employee salaries and benefits, job classifications, civil rights, training, exams, recruitment and retention. For most employees, many of these matters are determined through the collective bargaining process managed by CalHR.

**Our Vision:** To be the premier leader and trusted partner in innovative human resources management.

**Our Mission:** To provide exceptional human resources leadership and services with integrity, respect and accountability to state departments and all current and prospective employees.

## General Statement

Under the supervision of the Services Manager I, Supervisor (SSM I), Customer Service and Stakeholder Relations Manager, the Staff Services Analyst, Customer Service and Stakeholder Relations Analyst is responsible for providing examination development, assembly, and administration services of average difficulty to State Departments on a cost reimbursable basis using a wide range of advance research methodologies, statistical techniques, and principles in performing test validation and construction work for the Selection Services Program. Incumbents at the Staff Services Analyst level will work in a learning capacity and may be partnered with Associate level Analysts who will serve as lead and provide guidance on projects. Duties include, but are not limited to, the following:

## Job Functions

[Essential (E) / Marginal (M) Functions]:

### 35% Departmental Communication – Inbox Assignments (E)

Oversees and tracks inbox assignments and departmental examination issues. Is responsive and professional in communication with internal and external stakeholders. Provides consistent and accurate responses to departments, deferring to Examination Consultants and SSMI for the more complex issues. Coordinates responses with other units and divisions within CalHR for issues that are misrouted or require additional information before response. Inquiries from departments include, but are not limited to: servicewide examination administration approval; request for paid examination projects; various examination maintenance or issue resolution; examination audits and record retrieval for appeals.

**25% Examination Component Review**

In conjunction with Senior Examination Consultants and Examination Validation and Maintenance Consultants, reviews job analysis and examinations for accuracy and completeness. Provides grammatical and format feedback and recommendations during the review process. Tracks servicewide job analysis dates to ensure they are current (less than 5-years of age) and inclusive (all user departments).

**20% Exam Development (E)**

In collaboration with Senior Examination Consultants and Examination Validation and Maintenance Consultants, assists with the development of selection instruments such as multiple-choice tests, performance tests, interviews, and other professionally accepted techniques. With oversight, assists with job analysis and reviews reports to determine competencies, tasks and the knowledge required for effective job performance. Responsible for identifying and tracking examinations administered by CalHR for job analysis and examination refreshes five years of age or older. Conducts research on selection procedures, job analysis methods, and related assessment tasks, to remain current on trends and practices of the assessment profession. Works with Senior Examination Consultants to test examination items for validity and adverse impact in servicewide or paid-project examinations created by and/or administered by CalHR.

**15% Process Improvements (M)**

Assists with process improvements initiatives for selection services; participates in quality innovations in the selection process; makes recommendations to enhance the examination process; communicates in person and in writing to identify selection and testing issues and implements resolution to selection and processing problems. Identifies problems and make recommendations to improve selection and examination services including technical consultation; liaison for departments and data processing staff; development of examination materials; development and administration of testing that meets technical and legal standards, in addition to departmental objectives.

**5% Special Projects and Other Duties**

Participates and/or leads special projects or other duties as assigned.

**Supervision Received**

The Customer Service and Outreach Consultant reports directly to the Staff Services Manager I, Supervisor; however, project assignments will be coordinated by the Project Manager(s) in collaboration of the Selection Support and Training Team.

**Supervision Exercised**

None

**Special Requirements / Desirable Qualifications**

Knowledge of principles, practices, and trends of public and business administration, management, and supportive staff services such as budgeting, personnel, and management analysis; and governmental functions and organization.

Ability to reason logically and creatively and utilize a variety of analytical techniques to resolve complex governmental and managerial problems; develop and evaluate alternatives; analyze data and present ideas and information effectively; consult with and advise administrators or

other interested parties on a wide variety of subject-matter areas; and gain and maintain the confidence and cooperation of those contacted during work.

Willingness as a learner to do routine or detailed work to learn the practical application of administrative principles; and demonstrated capacity for development as evidenced by work history, academic attainment, participation in school or other activities, or by well-defined occupational or vocational interests; and willingness and ability to accept increasing responsibility.

## **Working Conditions**

The duties of this position are performed indoors. The employee's workstation is located at 1515 "S" Street building and is equipped with standard or ergonomic office equipment, as appropriate. Travel may be required to attend meetings or training classes.

Include information on travel, overtime, and environmental factors. Describe physical tasks performed, operating machinery or equipment, ability to lift, etc.

## **Attendance**

Must maintain regular and acceptable attendance at such level as is determined at the Department's sole discretion. Must be regularly available and willing to work the hours the Department determines are necessary or desirable to meet its business needs.

**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 RA Coordinator.)

\*A Reasonable accommodation is any modification or adjustment made to a job, work environment, or employment practice or process that enables an individual with a disability or medical condition to perform the essential functions of their job or to enjoy an equal employment opportunity.

Duties of this position are subject to change and may be revised as needed or required.

<b>Employee Signature</b>	<b>Employee Printed Name</b>	<b>Date</b>

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

<b>Supervisor Signature</b>	<b>Supervisor Printed Name</b>	<b>Date</b>

☐ Current    ☒ Proposed

<b>Classification Title</b> Associate Governmental Program Analyst	<b>Division/Unit</b> Selection Division, Selection Services Program
<b>Working Title</b> Customer Service and Stakeholder Relations Analyst	<b>IT Domain</b> (if applicable)
<b>Position Number</b> 363-840-5393-XXX	<b>Effective Date</b> 10/01/21
<b>Name</b>	<b>Date Prepared</b>

## CalHR Mission and Vision

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## General Statement

Under the general direction of the Services Manager I, Supervisor (SSM I), Customer Service and Stakeholder Relations Manager, the Associate Governmental Program Analyst, Customer Service and Stakeholder Relations Analyst is responsible for providing examination development, assembly, and administration services of average difficulty to State Departments on a cost reimbursable basis using a wide range of advance research methodologies, statistical techniques, and principles in performing test validation and construction work for the Selection Services Program. Incumbents at Associate level will serve as lead and provide guidance on projects. Duties include, but are not limited to, the following:

## Job Functions

[Essential (E) / Marginal (M) Functions]:

### 35% Departmental Communication – Inbox Assignments (E)

Oversees and tracks inbox assignments and departmental examination issues. Is responsive and professional in communication with internal and external stakeholders. Provides consistent and accurate responses to departments, deferring to Senior Examination Consultants and SSMI for more complex issues. Coordinates responses with other units and divisions within CalHR for issues that are misrouted or require additional information before response. Inquiries from departments include, but are not limited to: servicewide examination administration approval; request for paid examination projects; various examination maintenance or issue resolution; examination audits and record retrieval for appeals.

**25% Examination Component Review**

With limited oversight, reviews job analysis, examinations and other examination project products for accuracy and completeness. Provides grammatical feedback and recommendations during the review process. Tracks servicewide job analysis dates to ensure they are current (less than 5-years of age) and inclusive (all user departments).

**20% Exam Development (E)**

In collaboration with Senior Examination Consultants and Examination Validation and Maintenance Consultants, develops selection instruments such as multiple-choice tests, performance tests, interviews, and other professionally accepted techniques. May independently conduct job analyses, and reviews reports to determine competencies, tasks and the knowledge required for effective job performance. Responsible for identifying and tracking examinations administered by CalHR for job analysis and examination refreshes five years of age or older. Conducts research on selection procedures, job analysis methods, and related assessment tasks, to remain current on trends and practices of the assessment profession. Works with Senior Examination Consultants to test examination items for validity and adverse impact in servicewide or paid-project examinations created by and/or administered by CalHR.

**15% Process Improvements (M)**

Leads process improvements initiatives for selection services; participates in quality innovations in the selection process; makes recommendations to enhance the examination process; communicates in person and in writing to identify selection and testing issues and implements resolution to selection and processing problems. Identifies problems and make recommendations to improve selection and examination services including technical consultation; liaison for departments and data processing staff; development of examination materials; development and administration of testing that meets technical and legal standards, in addition to departmental objectives.

**5% Special Projects and Other Duties**

Participates and/or leads special projects or other duties as assigned.

**Supervision Received**

The Customer Service and Outreach Consultant reports directly to the Staff Services Manager I, Supervisor; however, project assignments will be coordinated by the Project Manager(s) in collaboration of the Selection Support and Training Team.

**Supervision Exercised**

None

**Special Requirements / Desirable Qualifications**

Knowledge of principles, practices, and trends of public and business administration, management, and supportive staff services such as budgeting, personnel, and management analysis; and governmental functions and organization.

Ability to reason logically and creatively and utilize a variety of analytical techniques to resolve complex governmental and managerial problems; develop and evaluate alternatives; analyze data and present ideas and information effectively; consult with and advise administrators or

other interested parties on a wide variety of subject-matter areas; and gain and maintain the confidence and cooperation of those contacted during work.

Willingness as a learner to do routine or detailed work to learn the practical application of administrative principles; and demonstrated capacity for development as evidenced by work history, academic attainment, participation in school or other activities, or by well-defined occupational or vocational interests; and willingness and ability to accept increasing responsibility.

## **Working Conditions**

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Include information on travel, overtime, and environmental factors. Describe physical tasks performed, operating machinery or equipment, ability to lift, etc.

## **Attendance**

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**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 RA Coordinator.)

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Duties of this position are subject to change and may be revised as needed or required.

<b>Employee Signature</b>	<b>Employee Printed Name</b>	<b>Date</b>

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<b>Supervisor Signature</b>	<b>Supervisor Printed Name</b>	<b>Date</b>

☐ Current    ☒ Proposed

<b>Classification Title</b> Associate Personnel Analyst	<b>Division/Unit</b> Selection Division, Selection Services Program
<b>Working Title</b> Customer Service and Stakeholder Relations Analyst	<b>IT Domain</b> (if applicable)
<b>Position Number</b> 363-840-5142-XXX	<b>Effective Date</b> 10/01/21
<b>Name</b>	<b>Date Prepared</b>

## CalHR Mission and Vision

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## General Statement

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## Job Functions

[Essential (E) / Marginal (M) Functions]:

### 35% Departmental Communication – Inbox Assignments (E)

Oversees and tracks inbox assignments and departmental examination issues. Is responsive and professional in communication with internal and external stakeholders. Provides consistent and accurate responses to departments, deferring to Senior Examination Consultants and SSMI for more complex issues. Coordinates responses with other units and divisions within CalHR for issues that are misrouted or require additional information before response. Inquiries from departments include, but are not limited to: servicewide examination administration approval; request for paid examination projects; various examination maintenance or issue resolution; examination audits and record retrieval for appeals.

**25% Examination Component Review**

With limited oversight, reviews job analysis, examinations and other examination project products for accuracy and completeness. Provides grammatical feedback and recommendations during the review process. Tracks servicewide job analysis dates to ensure they are current (less than 5-years of age) and inclusive (all user departments).

**20% Exam Development (E)**

In collaboration with Senior Examination Consultants and Examination Validation and Maintenance Consultants, develops selection instruments such as multiple-choice tests, performance tests, interviews, and other professionally accepted techniques. May independently conduct job analyses, and reviews reports to determine competencies, tasks and the knowledge required for effective job performance. Responsible for identifying and tracking examinations administered by CalHR for job analysis and examination refreshes five years of age or older. Conducts research on selection procedures, job analysis methods, and related assessment tasks, to remain current on trends and practices of the assessment profession. Works with Senior Examination Consultants to test examination items for validity and adverse impact in servicewide or paid-project examinations created by and/or administered by CalHR.

**15% Process Improvements (M)**

Leads process improvements initiatives for selection services; participates in quality innovations in the selection process; makes recommendations to enhance the examination process; communicates in person and in writing to identify selection and testing issues and implements resolution to selection and processing problems. Identifies problems and make recommendations to improve selection and examination services including technical consultation; liaison for departments and data processing staff; development of examination materials; development and administration of testing that meets technical and legal standards, in addition to departmental objectives.

**5% Special Projects and Other Duties**

Participates and/or leads special projects or other duties as assigned.

**Supervision Received**

The Customer Services and Outreach Consultant reports directly to the Staff Services Manager I, Supervisor; however, project assignments will be coordinated by the Project Manager(s) in collaboration of the Selection Support and Training Team.

**Supervision Exercised**

None

**Special Requirements / Desirable Qualifications**

Knowledge of principles, practices, and trends of public and business administration, management, and supportive staff services such as budgeting, personnel, and management analysis; and governmental functions and organization.

Ability to reason logically and creatively and utilize a variety of analytical techniques to resolve complex governmental and managerial problems; develop and evaluate alternatives; analyze data and present ideas and information effectively; consult with and advise administrators or



other interested parties on a wide variety of subject-matter areas; and gain and maintain the confidence and cooperation of those contacted during work.

Willingness as a learner to do routine or detailed work to learn the practical application of administrative principles; and demonstrated capacity for development as evidenced by work history, academic attainment, participation in school or other activities, or by well-defined occupational or vocational interests; and willingness and ability to accept increasing responsibility.

## **Working Conditions**

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## **Attendance**

Must maintain regular and acceptable attendance at such level as is determined at the Department's sole discretion. Must be regularly available and willing to work the hours the Department determines are necessary or desirable to meet its business needs.

**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 RA Coordinator.)

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Duties of this position are subject to change and may be revised as needed or required.

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<b>Supervisor Signature</b>	<b>Supervisor Printed Name</b>	<b>Date</b>

☐ Current    ☒ Proposed

<b>Classification Title</b> Staff Services Analyst	<b>Division/Unit</b> Selection Division
<b>Working Title</b> Exam Maintenance and Validation Consultant	<b>IT Domain</b> (if applicable)
<b>Position Number</b> 363-840-5157-XXX	<b>Effective Date</b> 08/01/2021
<b>Name</b>	<b>Date Prepared</b> 07/19/2021

## CalHR Mission and Vision

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## General Statement

Under the supervision of the Staff Services Manager I, Examination Validation and Maintenance Manager, the Staff Services Analyst, Exam Maintenance and Validation Consultant, acts as a learning analyst on validation and maintenance of complex personnel selection and examination projects. The incumbent will provide technical assistance as it pertains to examination development, testing, programming, validation and troubleshooting, using a wide range of technology, advance research methodologies, statistical techniques, and principles. The incumbent will provide examination consultation and technical assistance, policy guidance, and interpretation of the State Personnel Board (SPB) selection laws, rules and regulations to state department selection staff, state employees, candidates seeking state employment and rarely, the public. Duties include, but are not limited to, the following:

## Job Functions

[Essential (E) / Marginal (M) Functions]:

### 35% Exam Validation and Maintenance (E)

Monitors and tracks correspondence between departments and internal CalHR staff to resolve common examination errors and maintenance issues. Works in to provide technical support to the Senior Examination Consultants in their examination projects. Provides minimum qualification support (both programming and formulation) to all SSP exam projects. Conducts user acceptance testing and examination validation on all exam projects including paid and refresh for the Selection Services Program. May conduct job analysis and determine competencies, tasks and the knowledge required for effective job performance. Responsible for identifying and tracking examinations administered by CalHR

for job analysis and examination refreshes five years of age or older. Conducts research on selection procedures, job analysis methods, and related assessment tasks, to remain current on trends and practices of the assessment profession. Works with Senior Examination Consultants to test examination items for validity and adverse impact in service wide or paid-project examinations created by and/or administered by CalHR.

**25% Stakeholder Inquiries / Inbox Assignments (E)**

Oversees and tracks inbox assignments and departmental examination issues. Is responsive and professional in communication with internal and external stakeholders. Provides consistent and accurate responses to departments, addressing issues and deferring to the Examination Validation and Maintenance Manager (SSMI) for escalations. Coordinates responses with other units and divisions within CalHR for issues that are misrouted or require additional information before response. Inquiries from departments include, but are not limited to: examination fixes or maintenance; MQ assistance, examination audits and record retrieval for appeals. Facilitates and executes both internal and external exam maintenance related duties in support the State of California's Selection Division. Exam maintenance includes (but not limited to) developing procedures to enhance the examination process; working with internal IT, subject matter experts, and department selection staff to enhance current selection procedures; identifying and resolving examination-related problems; providing user acceptance testing; researching and responding to external customers (i.e. State of California Departments) regarding examination-related problems (including OLEP, Legacy, and Admin pages).

**20% Consultative Support (E)**

Serves as a back-up to Associate Personnel Analysts for examination projects and develops reliable online assessments, maximizing the flexibility of the examination process; oversee the collaborative model and serve as a technical liaison between the Selection Division, Personnel Management Division, and external stakeholders to ensure the final products are integrated seamlessly with the OLEP project and other online examination modalities. In collaboration with the Selection Services Program Customer Service and Outreach Analysts, the incumbent will provide oversight for job analysis and examination reviews; conduct research and analysis on current trends and identify and implement innovative solutions for improving personnel selection services for the State of California.

**15% Process Improvements (M)**

Initiate recommendations for improvements of selection services; participates in quality innovations in the selection process; develops procedures to enhance the examination process; communicates in person and in writing to identify selection and testing issues and implements resolution to selection and processing problems. Design and participate in quasi-experimental research. Working knowledge of statistical software packages like SPSS, R, SAS, or JMP. Conduct statistical analyses including multiple regression, t tests, and other correlational techniques. Identifies problems and make recommendations to improve selection and examination services including technical consultation; liaison for departments and data processing staff; development of examination materials; development and administration of testing that meets technical and legal standards, in addition to departmental objectives.

**5% Special Projects and Other Duties**

Participates and/or leads special projects or other duties as assigned.

**Supervision Received**

The Examination Validation and Maintenance Consultant reports directly to the Staff Services Manager I, Exam Validation and Maintenance Manager, however, assignments and direction may also come from the SSP SSMLI, Selection Services Program Manager.

## Supervision Exercised

None

## Special Requirements / Desirable Qualifications

The duties of this position are performed indoors. The employee's workstation is located at 1515 "S" Street building and is equipped with standard or ergonomic office equipment, as appropriate. Travel may be required to attend meetings or training classes.

### **Selection Division Technical Core:**

- *Selection Laws, Rules, Policies, Procedures (LRPP)* – The successful Examination Validation and Maintenance Consultant seeks to develop their knowledge, understanding, and practical application of the State of California's legal infrastructure for personnel selection. This includes, but is not limited to, Government Code, California Code of Regulations, the Selection Manual, and other relevant policies and procedures.

Additionally, the successful Examination Validation and Maintenance Consultant actively pursues development in the following areas:

- *Interpersonal skills* – conflict resolution, effective team behavior, adaptability, resilience, and helping behaviors
- *Communication skills* – clear and concise verbal and written, presentation skills, meeting facilitation skills, and the ability/skill to engage customers
- *Dependability* – punctual, meeting deadlines, follow established SSP procedures, and manage time and schedule effectively
- *General business acumen* – honest, ethical, systemic thinking, thoughtfully decisive, and conscientious

## Attendance

Must maintain regular and acceptable attendance at such level as is determined at the Department's sole discretion. Must be regularly available and willing to work the hours the Department determines are necessary or desirable to meet its business needs.

**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 Personnel analyst.)

*\*A Reasonable accommodation is any modification or adjustment made to a job, work environment, or employment practice or process that enables an individual with a disability or medical condition to perform the essential functions of his or her job or to enjoy an equal employment opportunity.*

Duties of this position are subject to change and may be revised as needed or required.

<b>Employee Signature</b>	<b>Employee Printed Name</b>	<b>Date</b>

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

<b>Supervisor Signature</b>	<b>Supervisor Printed Name</b>	<b>Date</b>

☐ Current      ☒ Proposed

<b>Classification Title</b> Associate Governmental Program Analyst	<b>Division/Unit</b> Selection Division
<b>Working Title</b> Exam Maintenance and Validation Consultant	<b>IT Domain (if applicable)</b>
<b>Position Number</b> 363-840-5393-XXX	<b>Effective Date</b> 08/01/2021
<b>Name</b>	<b>Date Prepared</b> 07/19/2021

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## General Statement

Under the general direction of the Staff Services Manager I, Examination Validation and Maintenance Manager, the Associate Governmental Program Analyst, Exam Maintenance and Validation Consultant, acts in a lead capacity over the validation and maintenance of complex personnel selection and examination projects. The incumbent will provide technical expertise as it pertains to examination development, testing, programming, validation and troubleshooting, using a wide range of technology, advanced research, methodologies, statistical techniques, and principles. The incumbent will provide examination consultation and technical assistance, policy guidance, and interpretation of the State Personnel Board (SPB) selection laws, rules and regulations to state department selection staff, state employees, candidates seeking state employment and rarely, the public. Incumbents at the Associate Governmental Program Analyst level will serve as lead and mentor to lower level state providing guidance on projects. Duties include, but are not limited to, the following:

## Job Functions

[Essential (E) / Marginal (M) Functions]:

### 40% Exam Validation and Maintenance (E)

Monitors and tracks correspondence between departments and internal CalHR staff to resolve common examination errors and maintenance issues. Works in a lead capacity to provide technical support to the Senior Examination Consultants in their examination projects. Provides minimum qualification expertise (both programming and formulation) to all SSP exam projects. Conducts user acceptance testing and examination validation on all exam projects including paid and refresh for the Selection Services Program. May conduct

job analysis and determine competencies, tasks and the knowledge required for effective job performance. Responsible for identifying and tracking examinations administered by CalHR for job analysis and examination refreshes five years of age or older. Conducts research on selection procedures, job analysis methods, and related assessment tasks, to remain current on trends and practices of the assessment profession. Works with Senior Examination Consultants to test examination items for validity and adverse impact in servicewide or paid-project examinations created by and/or administered by CalHR. Acts as a peer reviewer for stretch projects given to lower level analysts.

**20% Stakeholder Inquiries / Inbox Assignments (E)**

In a lead capacity, oversees and tracks inbox assignments and departmental examination issues. Is responsive and professional in communication with internal and external stakeholders. Provides consistent and accurate responses to departments, addressing complex issues and deferring to the Examination Validation and Maintenance Manager (SSMI) for escalations. Coordinates responses with other units and divisions within CalHR for issues that are misrouted or require additional information before response. Inquiries from departments include, but are not limited to: examination fixes or maintenance; MQ assistance, examination audits and record retrieval for appeals. Facilitates and executes both internal and external exam maintenance related duties in support the State of California's Selection Division. Exam maintenance includes (but not limited to) developing procedures to enhance the examination process; working with internal IT, subject matter experts, and department selection staff to enhance current selection procedures; identifying and resolving examination-related problems; providing user acceptance testing; researching and responding to external customers (i.e. State of California Departments) regarding examination-related problems (including OLEP, Legacy, and Admin pages).

**20% Consultative Support (E)**

Serves as a back-up to Senior Examination Consultants for examination projects and develops reliable online assessments, maximizing the flexibility of the examination process; oversee the collaborative model and serve as a technical liaison between the Selection Division, Personnel Management Division, and external stakeholders to ensure the final products are integrated seamlessly with the OLEP project and other online examination modalities. In collaboration with the Selection Services Program Customer Service and Outreach Analysts, the incumbent will provide oversight for job analysis and examination reviews; conduct research and analysis on current trends and identify and implement innovative solutions for improving personnel selection services for the State of California.

**15% Process Improvements (M)**

Initiate recommendations for improvements of selection services; participates in quality innovations in the selection process; develops procedures to enhance the examination process; communicates in person and in writing to identify selection and testing issues and implements resolution to selection and processing problems. Design and participate in quasi-experimental research. Working knowledge of statistical software packages like SPSS, R, SAS, or JMP. Conduct statistical analyses including multiple regression, t tests, and other correlational techniques. Identifies problems and make recommendations to improve selection and examination services including technical consultation; liaison for departments and data processing staff; development of examination materials; development and administration of testing that meets technical and legal standards, in addition to departmental objectives.

**5% Special Projects and Other Duties**

Participates and/or leads special projects or other duties as assigned.

**Supervision Received**

The Examination Validation and Maintenance Consultant reports directly to the Staff Services Manager I, Exam Validation and Maintenance Manager, however, assignments and direction may

also come from the SSP SSMII, Selection Services Program Manager.

## **Supervision Exercised**

None

## **Special Requirements / Desirable Qualifications**

The duties of this position are performed indoors. The employee's workstation is located at 1515 "S" Street building and is equipped with standard or ergonomic office equipment, as appropriate. Travel may be required to attend meetings or training classes.

## **Selection Division Technical Core:**

- *Selection Laws, Rules, Policies, Procedures (LRPP)* – The success Examination Validation and Maintenance Consultant seeks to develop their knowledge, understanding, and practical application of the State of California's legal infrastructure for personnel selection. This include, but is not limited to, Government Code, California Code of Regulations, the Selection Manual, and other relevant policies and procedures.

Additionally, the successful Examination Validation and Maintenance Consultant actively pursues development in the following areas:

- *Interpersonal skills* – conflict resolution, effective team behavior, adaptability, resilience, and helping behaviors
- *Communication skills* – clear and concise verbal and written, presentation skills, meeting facilitation skills, and the ability/skill to engage customers
- *Dependability* – punctual, meeting deadlines, follow established SSP procedures, and manage time and schedule effectively
- *General business acumen* – honest, ethical, systemic thinking, thoughtfully decisive, and conscientious

## **Attendance**

Must maintain regular and acceptable attendance at such level as is determined at the Department's sole discretion. Must be regularly available and willing to work the hours the Department determines are necessary or desirable to meet its business needs.



**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 Personnel analyst.)

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Duties of this position are subject to change and may be revised as needed or required.

<b>Employee Signature</b>	<b>Employee Printed Name</b>	<b>Date</b>

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

<b>Supervisor Signature</b>	<b>Supervisor Printed Name</b>	<b>Date</b>

☐ Current    ☒ Proposed

<b>Classification Title</b> Associate Personnel Analyst	<b>Division/Unit</b> Selection Division
<b>Working Title</b> Exam Maintenance and Validation Consultant	<b>IT Domain</b> (if applicable)
<b>Position Number</b> 363-840-5142-XXX	<b>Effective Date</b> 08/01/2021
<b>Name</b>	<b>Date Prepared</b> 07/19/2021

## CalHR Mission and Vision

The California Department of Human Resources (CalHR) is responsible for all issues related to employees salaries and benefits, job classifications, civil rights, training, exams, recruitment and retention. For most employees, many of these matters are determined through the collective bargaining process managed by CalHR.

**Our Vision:** To be the premier leader and trusted partner in innovative human resources management.

**Our Mission:** To provide exceptional human resources leadership and services with integrity, respect and accountability to state departments and all current and prospective employees.

## General Statement

Under the general direction of the Staff Services Manager I, Examination Validation and Maintenance Manager, the Associate Personnel Analyst, Exam Maintenance and Validation Consultant, acts in a lead capacity over the validation and maintenance of complex personnel selection and examination projects. The incumbent will provide technical expertise as it pertains to examination development, testing, programming, validation and troubleshooting, using a wide range of technology, advanced research, methodologies, statistical techniques, and principles. The incumbent will provide examination consultation and technical assistance, policy guidance, and interpretation of the State Personnel Board (SPB) selection laws, rules and regulations to state department selection staff, state employees, candidates seeking state employment and rarely, the public. Incumbents at the Associate Personnel Analyst level will serve as lead and mentor to lower level state providing guidance on projects. Duties include, but are not limited to, the following:

## Job Functions

[Essential (E) / Marginal (M) Functions]:

### 40% Exam Validation and Maintenance (E)

Monitors and tracks correspondence between departments and internal CalHR staff to resolve common examination errors and maintenance issues. Works in a lead capacity to provide technical support to the Senior Examination Consultants in their examination projects. Provides minimum qualification expertise (both programming and formulation) to all SSP exam projects. Conducts user acceptance testing and examination validation on all exam projects including paid and refresh for the Selection Services Program. May conduct job analysis and determine competencies, tasks and the knowledge required for effective

job performance. Responsible for identifying and tracking examinations administered by CalHR for job analysis and examination refreshes five years of age or older. Conducts research on selection procedures, job analysis methods, and related assessment tasks, to remain current on trends and practices of the assessment profession. Works with Senior Examination Consultants to test examination items for validity and adverse impact in servicewide or paid-project examinations created by and/or administered by CalHR. Acts as a peer reviewer for stretch projects given to lower level analysts.

**20% Stakeholder Inquiries / Inbox Assignments (E)**

In a lead capacity, oversees and tracks inbox assignments and departmental examination issues. Is responsive and professional in communication with internal and external stakeholders. Provides consistent and accurate responses to departments, addressing complex issues and deferring to the Examination Validation and Maintenance Manager (SSMI) for escalations. Coordinates responses with other units and divisions within CalHR for issues that are misrouted or require additional information before response. Inquiries from departments include, but are not limited to: examination fixes or maintenance; MQ assistance, examination audits and record retrieval for appeals. Facilitates and executes both internal and external exam maintenance related duties in support the State of California's Selection Division. Exam maintenance includes (but not limited to) developing procedures to enhance the examination process; working with internal IT, subject matter experts, and department selection staff to enhance current selection procedures; identifying and resolving examination-related problems; providing user acceptance testing; researching and responding to external customers (i.e. State of California Departments) regarding examination-related problems (including OLEP, Legacy, and Admin pages).

**20% Consultative Support (E)**

Serves as a back-up to Senior Examination Consultants for examination projects and develops reliable online assessments, maximizing the flexibility of the examination process; oversee the collaborative model and serve as a technical liaison between the Selection Division, Personnel Management Division, and external stakeholders to ensure the final products are integrated seamlessly with the OLEP project and other online examination modalities. In collaboration with the Selection Services Program Customer Service and Outreach Analysts, the incumbent will provide oversight for job analysis and examination reviews; conduct research and analysis on current trends and identify and implement innovative solutions for improving personnel selection services for the State of California.

**15% Process Improvements (M)**

Initiate recommendations for improvements of selection services; participates in quality innovations in the selection process; develops procedures to enhance the examination process; communicates in person and in writing to identify selection and testing issues and implements resolution to selection and processing problems. Design and participate in quasi-experimental research. Working knowledge of statistical software packages like SPSS, R, SAS, or JMP. Conduct statistical analyses including multiple regression, t tests, and other correlational techniques. Identifies problems and make recommendations to improve selection and examination services including technical consultation; liaison for departments and data processing staff; development of examination materials; development and administration of testing that meets technical and legal standards, in addition to departmental objectives.

**5% Special Projects and Other Duties**

Participates and/or leads special projects or other duties as assigned.

**Supervision Received**

The Examination Validation and Maintenance Consultant reports directly to the Staff Services Manager I, Exam Validation and Maintenance Manager, however, assignments and direction may also come from the SSP SSMII, Selection Services Program Manager.

## Supervision Exercised

None

## Special Requirements / Desirable Qualifications

The duties of this position are performed indoors. The employee's workstation is located at 1515 "S" Street building and is equipped with standard or ergonomic office equipment, as appropriate. Travel maybe required to attend meetings or training classes.

### **Selection Division Technical Core:**

- *Selection Laws, Rules, Policies, Procedures (LRPP)* – The success Examination Validation and Maintenance Consultant seeks to develop their knowledge, understanding, and practical application of the State of California's legal infrastructure for personnel selection. This include, but is not limited to, Government Code, California Code of Regulations, the Selection Manual, and other relevant policies and procedures.

Additionally, the successful Examination Validation and Maintenance Consultant actively pursues development in the following areas:

- *Interpersonal skills* – conflict resolution, effective team behavior, adaptability, resilience, and helping behaviors
- *Communication skills* – clear and concise verbal and written, presentation skills, meeting facilitation skills, and the ability/skill to engage customers
- *Dependability* – punctual, meeting deadlines, follow established SSP procedures, and manage time and schedule effectively
- *General business acumen* – honest, ethical, systemic thinking, thoughtfully decisive, and conscientious

## Attendance

Must maintain regular and acceptable attendance at such level as is determined at the Department's sole discretion. Must be regularly available and willing to work the hours the Department determines are necessary or desirable to meet its business needs.

**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 Personnel analyst.)

*\*A Reasonable accommodation is any modification or adjustment made to a job, work environment, or employment practice or process that enables an individual with a disability or medical condition to perform the essential functions of his or her job or to enjoy an equal employment opportunity.*

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