

STATE OF CALIFORNIA

GOVERNOR

GOVERNOR'S OFFICE OF BUSINESS AND ECONOMIC DEVELOPMENT (GO-BIZ)

POSITION DUTY STATEMENT

Classification Title Staff Services Analyst	Unit Admin - Human Resources		Nar	Name	
Working Title Human Resources Analyst		Position Number 373-100-5157-704		Effective Date	

GENERAL STATEMENT

Under the supervision of the Director of Human Resources (Staff Services Manager II), in the Human Resources Unit, the Staff Services Analyst performs work of average difficulty in a wide variety of technical and analytical work and provides consultation and assists in all areas associated with the State's Human Resources (HR) programs at the Governor's Office of Business and Economic Development (GO-Biz). The incumbent acts as a liaison with the California Human Resources Department (CalHR), consults GO-Biz staff, managers, and supervisors in the areas of talent acquisition, diversity, equity and inclusion, workforce and succession planning, HR automation projects, Equal Employment Opportunity (EEO), training, Worker's Compensation (WC), Employee Assistance Program (EAP), and Americans with Disability Act (ADA). This position may receive functional guidance from Staff Services Manager I (SSM I) Specialist in the Human Resources Unit.

ESSENTIAL FUNCTIONS

Talent Acquisition, Outreach:

Assists with the planning, development, and implementation of targeted and innovative departmentwide recruitment and talent acquisition strategies. Assists with the development of targeted advertising and marketing strategies and materials to enhance GO-Biz's brand. Creates and maintains procedures, processes and tracking systems to document outreach efforts, progress, status, and successes. Coordinates and participates in outreach efforts via career fairs, job shadow programs, conferences, learning institutions or other recruitment related events. Works with GO-Biz Communications Office and programs to utilize department social media accounts and professional networking sites to identify and source candidates. Consults with subject matter experts in specific positions to determine required skills and gaps that need to be filled in the current workforce. Researches, monitors, and evaluates recruitment tools and sites to provide feedback to management. Attend statewide recruitment meetings and forums. Contacts recruiters, colleges, and professional organizations to identify ways to

increase recruitment activities. Reviews organizational charts, classification specifications, and minimum qualifications. Analyzes data and trends strategically to report and forecast workforce needs, identify gaps, and gather statistics for targeted recruiting. Prepares reports and data for use by management in developing long term workforce, recruitment, and succession planning programs. Participates in recruitment and succession planning workgroups and statewide forums. Collects and analyzes data to identify trends including recruitment and retention data to determine and avoid risks. Create surveys used by management to evaluate the effectiveness of advertising and identify areas of improvement. Coordinates with departmental program managers in developing plans for their programs. Collaborates with departmental representatives to review existing job recruitment data and develops a formal plan with goals and strategies to increase recruitment efforts and to identify hiring needs. Establishes and builds professional relationships with universities with an emphasis on GO-Biz programs. Meets and consults with programs to identify internships, fellowships, or other related opportunities. Develops recruiting materials (i.e., brochures, flyers, web content), with an emphasis on providing accurate and pertinent information about GO-Biz. Communicates information related to recruitment events to departmental representatives, external parties (i.e., college career counselors), and prospective job applicants. Networks through industry contacts, professional associations, educational groups, etc. Coordinates to build the volunteer and internship programs to enable incumbents to be able to meet entrance requirements for open, civil service examinations.

Workforce and Succession Planning:

Participates in statewide automation projects impacting the human resource office. Participates in special projects and assignments related to human resources and administration by conducting research and analysis, gathering data, completing assigned tasks, and reporting on statuses, in order to formulate and provide recommendations and various reports to management utilizing project management principles and tools, to ensure continuous business operations, organizational effectiveness and program and process improvements in alignment with strategic goals and objectives.

20% Assists in the development and implementation of an effective workforce and succession plan which meets GO-Biz's Strategic Plan. Works with stakeholders on the Workforce and Succession plans which involves assisting in the development of a workforce planning strategy, business process, workforce forecasting models, and tools and resources. Assists managers and supervisors in implementing, establishing, developing, and leveraging workforce forecasting and planning data. Identifies workforce planning gaps within the department and creates a plan of action to mitigate risks. Establishes current workforce profile and identify future workforce needs. Analyzes staffing data to determine the impact of potential retirements. Identifies talent pool, at-risk leadership positions, mission-critical positions, and needed competencies. Assists with identifying knowledge, skills, abilities, and competency gaps within the workforce. Works with program liaisons to mitigate risks of knowledge loss and create knowledge transfer strategies. Assesses and determines future workforce needs by assisting with a gap and surplus analysis on classification and competency requirements. Researches and

	facilitates implementation of best practices on staff retention strategies. Assists in the development, analysis and preparation of reports on statewide workforce data and consults management on workload projections and staffing requirements. Evaluate and make recommendations to comply with trends in workforce planning, change management, and succession planning. Drafts memos, and reports on workforce planning activities, goals, and initiatives. Meets with internal and external stakeholders on updates as directed. Reports on workforce planning activities.
	Training:
15%	Conducts presentations and training to programs to provide an overview of employment laws, rules, statutes, related to human resources topics. policies and procedures. Develops training materials and facilitates training presentations to departmental staff and management as needed or requested. Schedules, organizes, and coordinates training activities and assists program supervisors and employees with training goals and opportunities as they relate to the development of staff and furthering GO-Biz strategic planning goals and upward mobility. Individually, or as part of a team, travel as necessary to deliver training.
	Researches and analyzes training needs including updates and/or changes in
	training related laws, rules and legislation and implement required changes in
	policy and procedures. Obtain employee feedback and identify recommendations for changes and/or improvements to training.
	Diversity, Equity, Inclusion and Belonging (DEIB):
10%	Assists in the development and implementation of a framework to build and maintain a diverse, equitable, and inclusive workplace where employees at all levels of the organization reflect the diversity of California. Provides consultation, advice, and recommendations to management and staff, regarding racial equity, diversity, and inclusion policies, and procedures. Applies change management principles of the State's DEIB, equal employment opportunity, civil rights, and human resource management practices. Assists in the development of policies; tools; and training; engages with employees and management; using training, data, and information to strengthen internal racial equity, diversity, inclusion and belonging efforts and advance equity and justice in alignment with the GO-Biz mission and values, the Racial Equity Resolution and associated Racial Equity Action Plan, and Executive Order N-16-22. Tracks progress on internal-facing actions included in the Racial Equity Action Plan and works with relevant staff to develop quarterly and annual progress reports. Collaborates with CalHR, Civil Rights Department, and other state agencies to ensure consistency in implementation of best practices and to facilitate shared learning and knowledge exchange. Provides assistance regarding increasing diversity through hiring, training, reasonable accommodations, and data transparency. Gathers, interprets, and utilizes employee demographic data collected by CalHR. Conducts research and data analysis to pinpoint equity gaps and areas of opportunities; uses creative thinking to recommend and implement improvement strategies. Assists in the development of metrics and key performance indicators to measure and evaluate effectiveness of strategies. Creates tools, processes, initiatives, and other products to create an inclusive workplace and advance an equity-mindset throughout the organization. Increases cultural competence and cultural humility by assisting in the development of diversity, racial equity, inclusion, and belonging r

	Lealth and Cafety
10%	Health and Safety: Serves as the Departmental Health and Safety Coordinator and Investigator, Return to Work, and Reasonable Accommodation Coordinator. Engages in the interactive process and provides technical assistance to employees regarding reasonable accommodation and other medical related issues. Ensures submission of appropriate documentation and physician verification forms. Monitors effectiveness of reasonable accommodation after implemented, ensures the security and confidentiality of records related to the reasonable accommodation process. Coordinates and/or conducts ergonomic evaluations.
10%	Equal Employment Opportunity: Serves as an EEO Specialist for GO-Biz. Assists with maintaining and ensuring GO-Biz compliance with federal and state anti-discrimination laws, development, and Workforce Analysis reporting. Assists with the development and administration of the agency Discrimination Complaint process and responds to all discrimination complaints on behalf of the GO-Biz. Conducts and completes complaint intake analyses, investigative reports of findings and agency position statements. Investigates, mediates internal and external discrimination complaints, and makes recommendations on the disposition and remedy of those complaints. Assist management regarding investigative protocols and EEO issues. Makes recommendations for related policy and procedural revisions and updates. Provides regular reports and recommendations to the EEO Officer, Legal Office, and Director or designee on sensitive case issues. Serves as Bilingual Coordinator.
5%	Workers Compensation Coordinator: As the Workers Compensation (WC) Coordinator, assists in the review analysis and processing of claims from the initial injury to closure. Analyzes statistical data and makes recommendations on the strategy for the containment of medical and disability costs and early intervention related to the medical management of claims. Consults with employee's primary treating physician and medical consultants. Communicates regularly with injured workers, State Compensation Insurance Fund (SCIF) claim adjusters, and rehabilitation counselors regarding issues of benefits, claims management, settlement options and policy. Provides periodic statistical and status reports to management. Updates WC administrative policies to reflect Labor Code and WC law changes. Assists in the analysis of settlement options and develops recommendations for management review for claims settlement authorization at the WC Appeals Board. Assists in the development of strategy for WC mandatory settlement conferences and trials. Assists in the development and implementation of procedures to ensure early return to work (RTW) of injured workers on a case-by-case basis. Works closely with the Personnel Specialists regarding the injured employees pay, benefits, and return to work limitations. Attends meetings with SCIF to review potential accommodations for employees early RTW by identification of limited duty assignments or modified work options, discuss pertinent/problematic cases with claim adjusters, department supervisors/managers. Attends forums/meetings.

	Employee Assistance Program (EAP) and Wellness Coordinator (Employee Engagement):
5%	Provides information and materials to departmental employees regarding services and benefits available. Conducts and/or coordinates EAP training and orientation sessions for supervisors, managers, and employees for the department. Posts the EAP posters in highly visible areas and on SharePoint to facilitate promotion of services. Protects and maintains the confidentiality of all EAP and employee/client information. Serves as the liaison between GO-Biz and CalHR's statewide EAP Coordinator. Assists with the coordination and implementation of the statewide Wellness Program through research including participation in wellness coordinator networking and webinars to identify current health and wellness issues and plan the roll out of activities and implementation to engage employees in the program and other current health and wellness related activities. Creates and provides monthly EAP email updates and Wellness email updates, by providing information on pertinent EAP and Wellness topics.
	Americans with Disabilities Act Coordinator: Serve as the Americans with Disabilities Act (ADA) Coordinator. Evaluate and make recommendations that focus on the identification and removal of department barriers for persons with disabilities, for conformance with the California Fair Employment and Housing Act and Title II of the ADA. Assist in the reviews, investigation, and develops responses in writing supporting the findings and offers options for resolution of the complaint. Attend ADA forums.
5%	Serves as back up to other analysts in the unit. Attends meetings and serves on cross- functional teams as needed. Serves as HR SharePoint administrator. Other duties as assigned.

SUPERVISION EXCERCISED

None

SUPERVISION RECEIVED

The SSA reports to the SSM II and may receive functional guidance from SSMI Specialist and Chief, Administrative Services Division.

PUBLIC AND INTERNAL CONTACTS

During the course of work, the incumbent has regular contact with SCO, CalHR, SPB, CRD, EEOC, other governmental agencies, private citizens, appointed and elected officials. These contacts require a high degree of sensitivity and an awareness of the functions and protocols, and interrelations of various government and private organizations.

INITIATIVE AND INDEPENDENCE OF ACTION

This position routinely works with, is exposed to sensitive and confidential issues and/or materials and is expected to maintain confidentiality at all times. The position requires a high degree of creativity and initiative in finding solutions to non-routine problems. It requires proper judgment and accurate assessment of the significance of situations and activities. It requires the accurate setting of priorities, and good time management to ensure completion of work activities within specific time frames

CONSEQUENCE OF ERROR

High error or poor judgments and lack of professionalism could result in the loss of significant economic growth and job creation in California.

CERTIFICATION

This duty statement fairly represents actual responsibilities, duties performed and reporting relationship of the position. If any aspect of this statement is substantially changed, a new statement will be prepared and submitted to the Personnel Office.

I have read and understand the duties listed above and can perform them either with or without reasonable accommodation. Reasonable accommodation needs should be discussed with your hiring supervisor. If you are unsure whether you require reasonable accommodation, please inform your supervisor who will discuss your concerns with a Reasonable Accommodation Coordinator.

Employee Signature:

Staff Services Analyst	Date

Employee's Printed Name:

Supervisor's Signature:

Staff Services Manager II. Director of Human Resources	Data
Staff Services Manager II, Director of Human Resources	Date

Supervisor's Printed Name:



STATE OF CALIFORNIA

GOVERNOR

GOVERNOR'S OFFICE OF BUSINESS AND ECONOMIC DEVELOPMENT (GO-BIZ)

POSITION DUTY STATEMENT

Classification Title Associate Governmental Program Analyst	Unit Admin - I	Human Resources	Nar	ne
Working Title Human Resources Analyst		Position Number 373-100-5393-XXX		Effective Date

GENERAL STATEMENT

Under the direction of the Director of Human Resources (Staff Services Manager II), in the Human Resources Unit, the Associate Governmental Program Analyst independently performs the more responsible, varied, and complex assignments and provides consultation and assists in all areas associated with the State's Human Resources (HR) programs at the Governor's Office of Business and Economic Development (GO-Biz). The incumbent acts as a liaison with the California Human Resources Department (CalHR), consults GO-Biz staff, managers, and supervisors in the areas of talent acquisition, diversity, equity and inclusion, workforce and succession planning, HR automation projects, Equal Employment Opportunity (EEO), training, Worker's Compensation (WC), Employee Assistance Program (EAP), and Americans with Disability Act (ADA). This position may receive functional guidance from Staff Services Manager I (SSM I) Specialist in the Human Resources Unit.

ESSENTIAL FUNCTIONS

Talent Acquisition, Outreach:

Independently plans, develops, and implements targeted and innovative departmentwide recruitment and talent acquisition strategies. Develops targeted advertising and marketing strategies and materials to enhance GO-Biz's brand. Creates and maintains procedures, processes and tracking systems to document outreach efforts, progress, status, and successes. Coordinates and participates in outreach efforts via career fairs, job shadow programs, conferences, learning
20% institutions or other recruitment related events. Works with GO-Biz Communications Office and programs to utilize department social media accounts and professional networking sites to identify and source candidates. Consults with subject matter experts in specific positions to determine required skills and gaps that need to be filled in the current workforce. Researches, monitors, and evaluates recruitment tools and sites to provide feedback and make recommendations to management. Attend statewide recruitment meetings and forums. Contacts recruiters, colleges, and professional organizations to develop ways to increase

recruitment activities. Reviews organizational charts, classification specifications, and minimum qualifications. Analyzes data and trends strategically to report and forecast workforce needs, identify gaps, and gather statistics for targeted recruiting. Prepares reports and data for use by management in developing long term workforce, recruitment, and succession planning programs. Participates in recruitment and succession planning workgroups and statewide forums. Collects and analyzes data to identify trends including recruitment and retention data to determine and avoid risks. Create surveys used by management to evaluate the effectiveness of advertising and identify areas of improvement. Coordinates with departmental program managers in developing plans for their programs. Collaborates with departmental representatives to review existing job recruitment data and develops a formal plan with goals and strategies to increase recruitment efforts and to identify hiring needs. Establishes and builds professional relationships with universities with an emphasis on GO-Biz programs. Meets and consults with programs to identify internships, fellowships, or other related opportunities. Develops recruiting materials (i.e., brochures, flyers, web content), with an emphasis on providing accurate and pertinent information about GO-Biz. Communicates information related to recruitment events to departmental representatives, external parties (i.e., college career counselors), and prospective job applicants. Networks through industry contacts, professional associations, educational groups, etc. Coordinates to build the volunteer and internship programs to enable incumbents to be able to meet entrance requirements for open, civil service examinations.

Workforce and Succession Planning:

Leads and participates in statewide automation projects impacting the human resource office. Participates in special projects and assignments related to human resources and administration by conducting research and analysis, gathering data, completing assigned tasks, and reporting on statuses, in order to formulate and provide recommendations and various reports to management utilizing project management principles and tools, to ensure continuous business operations, organizational effectiveness and program and process improvements in alignment with strategic goals and objectives.

20% Leads, develops, and implements an effective workforce and succession plan which meets GO-Biz's Strategic Plan. Works with stakeholders to deliver and implement the Workforce and Succession plans which involves leading the development of a workforce planning strategy, business process, workforce forecasting models, and tools and resources. Assists managers and supervisors in implementing, establishing, developing, and leveraging workforce forecasting and planning data. Identifies workforce planning gaps within the department and creates a plan of action to mitigate risks. Establishes current workforce profile and identify future workforce needs. Analyzes staffing data to determine the impact of potential retirements. Identifies talent pool, at-risk leadership positions, mission-critical positions, and needed competencies. Identifies knowledge, skills, abilities, and competency gaps within the workforce. Works with program liaisons to mitigate risks of knowledge loss and create knowledge transfer strategies. Assesses and determines future workforce needs by performing a gap and surplus analysis on classification and competency requirements. Researches and facilitates

	implementation of best practices on staff retention strategies. Develops, analyzes, and prepares reports on statewide workforce data and consults management on workload projections and staffing requirements. Complies with trends in workforce planning, change management, and succession planning. Drafts memos, and reports on workforce planning activities, goals, and initiatives. Meets with internal and external stakeholders on updates as directed. Reports on workforce planning activities.
	Training:
15%	Conducts presentations and training to programs to provide an overview of employment laws, rules, statutes, related to human resources topics. policies and procedures. Develops training materials, leads, and facilitates training presentations to departmental staff and management as needed or requested. Schedules, organizes, and coordinates training activities and assists program supervisors and employees with training goals and opportunities as they relate to the development of staff and furthering GO-Biz strategic planning goals and upward mobility. Individually, or as part of a team, travel as necessary to deliver training. Independently researches and analyzes training needs including updates and/or changes in training related laws, rules and legislation and implement required changes in policy and procedures. Obtain employee feedback and identify
	recommendations for changes and/or improvements to training.
10%	Diversity, Equity, Inclusion and Belonging (DEIB): Independently develops and implements the framework to build and maintain a diverse, equitable, and inclusive workplace where employees at all levels of the organization reflect the diversity of California. Provides consultation, advice, and recommendations to management and staff, regarding racial equity, diversity, and inclusion policies, and procedures. Applies change management principles of the State's DEIB, equal employment opportunity, civil rights, and human resource management practices. Develops policies; tools; and training; engages with employees and management; using training, data, and information to strengthen internal racial equity, diversity, inclusion and belonging efforts and advance equity and justice in alignment with the GO-Biz mission and values, the Racial Equity Resolution and associated Racial Equity Action Plan, and Executive Order N-16-22. Tracks progress on internal-facing actions included in the Racial Equity Action Plan and works with relevant staff to develop quarterly and annual progress reports. Collaborates with CalHR, Civil Rights Department, and other state agencies to ensure consistency in implementation of best practices and to facilitate shared learning and knowledge exchange. Provides guidance regarding increasing diversity through hiring, training, reasonable accommodations, and data transparency. Gathers, interprets, and utilizes employee demographic data collected by CalHR. Conducts research and data analysis to pinpoint equity gaps and areas of opportunities; uses creative thinking to recommend and implement improvement strategies. Develops metrics and key performance indicators to measure and evaluate effectiveness of strategies. Creates tools, processes, initiatives, and other products to create an inclusive workplace and advance an equity-mindset throughout the organization. Increases cultural competence and cultural humility by developing diversity, racial equity, inclusion, and belonging related trainings thro

	Uselah and Cafetan
10%	Health and Safety: Serves as the Departmental Health and Safety Coordinator and Investigator, Return to Work, and Reasonable Accommodation Coordinator. Engages in the interactive process and provides technical assistance to employees regarding reasonable accommodation and other medical related issues. Ensures submission of appropriate documentation and physician verification forms. Monitors effectiveness of reasonable accommodation after implemented, ensures the security and confidentiality of records related to the reasonable accommodation process. Coordinates and/or conducts ergonomic evaluations.
10%	Equal Employment Opportunity: Serves as an EEO Specialist for GO-Biz. Ensures GO-Biz compliance with federal and state anti-discrimination laws, development, and Workforce Analysis reporting. Develop and administer the agency Discrimination Complaint process and responds to all discrimination complaints on behalf of the GO-Biz. Conducts and completes complaint intake analyses, investigative reports of findings and agency position statements. Investigates, mediates internal and external discrimination complaints, and makes recommendations on the disposition and remedy of those complaints. Provides direction and technical advice to management regarding investigative protocols and EEO issues. Makes recommendations for related policy and procedural revisions and updates. Provides regular reports and recommendations to the EEO Officer, Legal Office, and Director or designee on sensitive case issues and provides
5%	expert testimony on behalf of the agency. Serves as Bilingual Coordinator. Workers Compensation Coordinator: Manages workers compensation (WC) claims from the initial injury to closure. Analyzes statistical data and formulates strategy for the containment of medical and disability costs and early intervention related to the medical management of claims. Consults with employee's primary treating physician and medical consultants. Communicates regularly with injured workers, State Compensation Insurance Fund (SCIF) claim adjusters, and rehabilitation counselors regarding issues of benefits, claims management, settlement options and policy. Provides periodic statistical and status reports to management. Updates WC administrative policies to reflect Labor Code and WC law changes. Analyzes settlement options and develops recommendations for management review for claims settlement authorization at the WC Appeals Board. Develops strategy for WC mandatory settlement conferences and trials. Develops and implements procedures to ensure early return to work (RTW) of injured workers on a case-by-case basis. Works closely with the Personnel Specialists regarding the injured employees pay, benefits, and return to work limitations. Attends meetings with SCIF to review potential accommodations for employees early RTW by identification of limited duty assignments or modified work options, discuss pertinent/problematic cases
	potential accommodations for employees early RTW by identification of limited

	Employee Assistance Program (EAP) and Wellness Coordinator (Employee
5%	Engagement): Develops expertise regarding EAP and provides information and materials to departmental employees regarding services and benefits available. Conducts and/or coordinates EAP training and orientation sessions for supervisors, managers, and employees for the department. Posts the EAP posters in highly visible areas and on SharePoint to facilitate promotion of services. Protects and maintains the confidentiality of all EAP and employee/client information. Serves as the liaison between GO-Biz and CalHR's statewide EAP Coordinator. Coordinates the implementation of the statewide Wellness Program through research including participation in wellness issues and plan the roll out of activities and implementation to engage employees in the program and other current health and wellness related activities. Creates and provides monthly EAP email updates and Wellness topics.
	Americans with Disabilities Act Coordinator: Serve as the Americans with Disabilities Act (ADA) Coordinator. Evaluate and make recommendations that focus on the identification and removal of department barriers for persons with disabilities, for conformance with the California Fair Employment and Housing Act and Title II of the ADA. Assist in the reviews, investigation, and develops responses in writing supporting the findings and offers options for resolution of the complaint. Attend ADA forums.
5%	Serves as back up to other analysts in the unit. Attends meetings and serves on cross- functional teams as needed. Serves as HR SharePoint administrator. Other duties as assigned.

SUPERVISION EXCERCISED

None

SUPERVISION RECEIVED

The AGPA reports to the SSM II and may receive functional guidance from SSMI Specialist and Chief, Administrative Services Division.

PUBLIC AND INTERNAL CONTACTS

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INITIATIVE AND INDEPENDENCE OF ACTION

This position routinely works with, is exposed to sensitive and confidential issues and/or materials and is expected to maintain confidentiality at all times. The position requires a high degree of creativity and initiative in finding solutions to non-routine problems. It requires proper judgment and accurate assessment of the significance of situations and activities. It requires the accurate setting of priorities, and good time management to ensure completion of work activities within specific time frames

CONSEQUENCE OF ERROR

High error or poor judgments and lack of professionalism could result in the loss of significant economic growth and job creation in California.

CERTIFICATION

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I have read and understand the duties listed above and can perform them either with or without reasonable accommodation. Reasonable accommodation needs should be discussed with your hiring supervisor. If you are unsure whether you require reasonable accommodation, please inform your supervisor who will discuss your concerns with a Reasonable Accommodation Coordinator.

Employee Signature:

Associate Governmental Program Analyst	Date

Employee's Printed Name:

Supervisor's Signature:

Staff Services Manager II, Director of Human Resources	Date

Supervisor's Printed Name: