

**STATE OF CALIFORNIA
CIVIL RIGHTS DEPARTMENT
DUTY STATEMENT**

Employee Name	Classification Name	Position Number
Vacant	Associate Governmental Program Analyst	326-300-5393-959
Division/Unit	Date	Prior Pos# (if applicable)
Administrative Services Division		

SUMMARY OF DUTIES AND RESPONSIBILITIES

Under direction from the Staff Services Manager I (SSM I), with specific full-level journey tasks, the Associate Governmental Program Analyst (AGPA) will act as a subject-matter generalist performing the more responsible, varied, complex, technical, analytical assignments and projects. The incumbent will provide analytical, consultative services and recommendations for improvements on various department-wide projects for the Human Resources Office (HRO) and Business Services Office (BSO), and Fiscal Services in the Administrative Services Division (Admin). The incumbent must be able to manage multiple projects simultaneously, work independently to analyze and recommend solutions and/or improvements. The incumbent may act as a lead person and provide direction to others.

Essential Functions:

- 30% Serve as project lead on the Human Resource (HR) Manual project. Collaborate with HRO staff and management on developing, implementing, and testing the HR Manual in Zendesk. Independently gather and analyze data during implementation testing. Make recommendations based off gathered data ensure a successful implementation for the department. Conduct a comprehensive assessment of the HR Manual in Zendesk upon department-wide implementation. Collect and analyze metrics on the HR Manual to identify trends and recommended areas for improvement.
- 20% Assist HRO with Performance Management task in the Learning Management System (LMS), Cornerstone with respect to Probationary Report task and Annual Performance Review task. This includes but is not limited to developing, implementing, and testing tasks within the LMS. Work with division management teams during pilot testing. Gather feedback from division management teams and recommend areas of improvement to HRO management.
- 15% Review and update the internal Admin and HRO SharePoint sites on a regular basis. Ensure information posted on the Admin SharePoint site is relevant and current. Work with the Personnel Officer and HRO staff to update the HRO SharePoint site as needed. Review and update the external Administrative Services SharePoint site on a regular basis. Ensure the information on the site is current and relevant.
- 10% Assist BSO with BSO-related tasks. BSO-related tasks include maintenance and improvement of our six facilities throughout California, space planning, health & safety of property and personnel, business continuity planning, asset management, purchasing of goods, and contracting of services. Assist management and/or associate level staff in conducting analysis and research, problem definition, alternatives, and implement as appropriate, on BSO-related issues. Assist management and/or associate level staff develop and recommend business services policies and procedure.

- 10% Assist Fiscal Services management and/or associate level staff to develop and recommend fiscal services policies and procedures. Lead efforts to effectively incorporate Fiscal Services management and staff into Zendesk.
- 10% Carry out assignments and projects for the Personnel Officer (HRO), SSMI (HRO), SSM II (BSO), Accounting Administrators I/II, and the Administrative Services Deputy Director, including but not limited to: compiling and preparing divisional and departmental reports, performing research, and gathering data in preparation of ad hoc reports.

Marginal Functions:

- 5% Develop training materials and assist in the delivery of presentations to leadership and staff. Attend and/or travel to off-site meetings such as the State Recruiter Roundtable, Workforce and Succession Planning Forum, and California Network of Professional Learners.

Work Environment, Physical or Mental Abilities:

The demands described here are representative of those that must be met by the incumbent to successfully perform the essential functions of the job with or without a reasonable accommodation.

- Requires ability to effectively handle stress and work in a noisy and fast paced environment.
- Requires daily use of a personal computer and related software applications at a workstation.
- Requires ability to complete tasks that require repetitive hand movements in the performance of daily duties, with or without reasonable accommodations and modifications to facilitate such tasks.
- Requires prolonged use of a workstation for 6.5 to 7 hours per day.
- Requires punctual and regular attendance.
- Requires occasional driving to conduct state business.

Desirable Qualifications:

- Ability to effectively build working relationships with people inside and outside of the organization.
- Ability to work independently.
- Experience with project management.
- Experience working as a project leader or coordinating efforts of representatives on projects.
- Experience with SharePoint, Cornerstone, Zendesk, and/or similar software.
- Knowledge of Adobe, Word, Excel, and other software programs.
- Ability to communicate effectively and establish and maintain cooperative working relationships with co-workers and display excellent customer service skills.
- Experience working in a Personnel environment.
- Understanding of the state hiring process.
- Experience working with and maintaining a high degree of confidentiality regarding sensitive personnel matters.

Working Conditions:

The above statements are intended to describe the general nature and level of work being performed by the incumbent. They are not intended to be an exhaustive list of all responsibilities, duties, skills, required abilities or qualifications associated with this job.

Administrative Responsibility:

Adheres to all applicable laws, rules, policies, and procedures.

Supervision Received:

The Associate Governmental Program Analyst receives supervision from the SSM I and may receive direction from the SSMI, Personnel Officer, Business Services Officer, Accounting Administrators I/II, and Deputy Director of Administrative Services.

Supervision Exercised:

This position has no direct supervisory functions.

Personal Contacts:

The Associate Governmental Program Analyst will have daily contact with Department management and staff, control agency representatives, and other state agency personnel.

Actions and Consequences:

The incumbent shall work independently to formulate and develop analytical solutions to accomplish the objectives of the Administrative Services Division. The scope of responsibility assigned and complexity of work of this position have a direct impact on meeting the objectives; failure to maintain a high level of performance and/or diligently carry out the responsibilities of this position may have a direct impact on the efforts and implementation of the objectives for the Administrative Services Division.

Special Characteristics:

Incumbent routinely works with sensitive and confidential issues and/or documents and is always expected to maintain the privacy and confidentiality of such issues and/or documents. The incumbent must also exercise a high degree of initiative, independence, sound judgment and creativity in performing tasks.

Certification of the Employee:

I have read and understand the duties as described above. I meet the job requirements as described above and can perform the essential functions with or without a reasonable accommodation.

Employee's Signature

Date

Supervisor's Signature

Date