

DUTY STATEMENT

Employee Name:	Position Number: 580-750-5393-707
Classification: Associate Governmental Program Analyst	Tenure/Time Base : Permanent/Full-time
Working Title: Personnel Licensing Analyst	Work Location: 850 Marina Parkway, Richmond CA 94804
Collective Bargaining Unit: R01	Position Eligible for Telework (Yes/No): Yes
Center/Office/Division: Center for Laboratory Sciences	Branch/Section/Unit: Laboratory Field Services/Personnel Licensing Section

All employees shall possess the general qualifications, as described in California Code of Regulations Title 2, Section 172, which include, but are not limited to integrity, honesty, dependability, thoroughness, accuracy, good judgment, initiative, resourcefulness, and the ability to work cooperatively with others.

This position requires the incumbent to maintain consistent and regular attendance; communicate effectively (orally and in writing) in dealing with the public and/or other employees; develop and maintain knowledge and skill related to specific tasks, methodologies, materials, tools, and equipment; complete assignments in a timely and efficient manner; and, adhere to departmental policies and procedures.

All California Department of Public Health (CDPH) employees perform work that is of the utmost importance, where each employee is important in supporting and promoting an environment of equity, diversity, and inclusivity, essential to the delivery of the department's mission. All employees are valued and should understand that their contributions and the contributions of their team members derive from different cultures, backgrounds, and life experiences, supporting innovations in public health services and programs for California.

Competencies

The competencies required for this position are found on the classification specification for the classification noted above. Classification specifications are located on the [California Department of Human Resource's Job Descriptions webpage](#).

Job Summary

This position supports the California Department of Public Health's (CDPH) mission and strategic plan by independently providing complex analytical and technical support in policies and procedures, data analysis, Information Technology Services Division (ITSD) assignments, controlled correspondence, and website maintenance within the Personnel Licensing Section of the Laboratory Field Services Branch. Travel for meetings and training within the state may be required up to 5% of the time.

The incumbent works under the direction of the Examiner III.

Special Requirements

- Conflict of Interest (COI)
- Background Check and/or Fingerprinting Clearance
- Medical Clearance
- Travel: May be required up to 5% of the time for meetings and training
- Bilingual: Pass a State written and/or verbal proficiency exam in
- License/Certification: Clinical Laboratory Scientist license or Public Health Microbiologist certification
- Other:

Essential Functions (including percentage of time)

30% Independently plans, develops, organizes, and implements the most complex technical analytical projects as they relate to personnel licensing and certification. Coordinates training, and continuing education processes for staff as mandated by code. Develops, organizes and maintains complex flow charts, tables, spreadsheets, databases, infographics, and documents to develop statistical reports, establish and maintain business processes, and develop and implement policies and procedures. Work with ITSD to lead assigned IT projects that modify current IT systems such as the Personnel Electronic Renewal Licensing (PERL) program and Electronic Content Management (ECM) project, as well as create new IT systems.

Researches and prepares the more complex reports. Prepares, reviews, analyzes and interprets reports generated from multiple internal and external databases and reports findings for performance management. Researches and prepares reports for the Clinical Laboratory Technical Advisory Committee. Advises management of program areas and processes that can be improved for efficiency and effectiveness, and actively leads quality improvement teams. Coordinates and implements quality assurance activities for personnel licensing and certification. Develops a quality assurance plan to monitor the appropriate processing of training schools, personnel licensing and certification, certifying examination, and continuing education program applications to assure compliance with state and federal rules, regulations, statutes, and laws, and the consistency of data.

30% Independently gathers and validates the more complex data as it relates to training schools, personnel licensing and certification, and continuing education processes, as mandated by code. Updates and maintains data in appropriate databases. Corresponds with the public, document findings as appropriate, and provide management with status reports. Prepares and analyzes data and reports for performance measurement, quarterly and/or annual reports, and ad hoc reports as necessary. Creates and conducts surveys of LFS' online application process and tabulate and analyze results.

Researches, reviews, analyzes, and drafts complex legislative concepts, regulations, policies, and procedures for management review. Ensures the timely and accurate completion of regulations through the public comment period and compiling responses for technical staff and management review. Reviews sensitive and complex public policy information on a variety of issues regarding clinical laboratory personnel, training programs, and continuing education programs. Prepares and writes required documents such as policies and procedures in accordance with the Administrative Procedure Act (APA) rulemaking process. Evaluates

written materials, travels to conduct Public Comment hearings, and communicates Department's regulations to the public and stakeholders.

- 25% Acts as liaison to public and stakeholders by addressing their concerns, including explanation of complex federal and state program guidelines. Researches personnel licensing, certification, training, and continuing education-related complaints. With technical guidance from Examiners, coordinates timely and controlled correspondence to the public and stakeholders. Helps manage the program's main email inbox, phone lines, website, SharePoint, and social media accounts. Develops and distributes outreach materials, participates in stakeholder conference calls.

Performs research and analysis to maintain knowledge of and assist with the implementation of the State and the California Department of Public Health (CDPH) standards for web content. Assists with web content creation in developing and recommending website strategies, policies and technology changes to program management. Reviews state strategies, policies and web standards to determine applicability to LFS's environment and customer base. Establishes and maintains effective working relationships with Web Unit members and other department employees. Translates written technical language and information into easy-to-understand, reader-friendly language.

Maintains PLS SharePoint site. Coordinate maintenance, updates, and ensure accuracy of content found on the PLS webpages. Reviews, assess, and creates new and/or update policies and procedures to increase operational efficiencies of the PLS.

Represents LFS on interagency web-related collaborative projects and committees. Coordinates Department of Justice (DOJ) personnel licensing approval processes and leads weekly DOJ meetings. Makes recommendations the PLS Section Chief on work with state regulations, helping to ensure that regulations are drafted and reviewed. Assists with bill analysis.

- 10% Acts as a backup on other LFS administrative functions in order to ensure timely completion of assignments.

Acts as backup to process applications for Public Health Microbiologists (PHM), Clinical Laboratory Scientists (CLS), Medical Laboratory Technicians (MLT), Phlebotomists, Cytotechnologists, renewal applications and other training/continuing education programs and certifying organizations as needed.

Marginal Functions (including percentage of time)

- 5% Attends work-related trainings and meetings which will require travel within the state. Perform other job-related duties as needed.

I certify this duty statement represents an accurate description of the essential functions of this position. I have discussed the duties and have provided a copy of this duty statement to the employee named above.

I have read and understand the duties and requirements listed above and am able to perform these duties with or without reasonable accommodation. (If you believe reasonable accommodation may be necessary, or if unsure of a need for reasonable accommodation, inform the hiring supervisor.)

Supervisor's Name:	Date	Employee's Name:	Date
Supervisor's Signature	Date	Employee's Signature	Date

HRD Use Only:

Approved By: AR

Date: 9/6/24