DUTY STATEMENT

1. Institution/Division/Office:	2. Unit/Industry/Enterprise:
Central Office/Marketing/CALPIA	Marketing Services / Customer Service
3. Classification Title:	**4. Proposed Incumbent (if known):**
Staff Services Analyst (General)	Vacant
5. Current Position Number (Agency-Unit-Class-Serial):	**6. Effective Date:**
063-052-5157-004	

7. Briefly (1 or 2 sentences) describe the position's organization setting and major functions:

Under supervision of Staff Services Manager I, the incumbent is responsible for providing analytical support to Customer Service Management, Product Management, Enterprise Management, OTD Management, along with other sensitive accounts. SSA is responsible for tracking sales orders, deliveries, resolving customer complaints and representing CALPIA during customer meetings, and providing analysis and assistance as required.

8. Work Schedule: Monday – Friday 8:30am-5:00pm

9. Percentage (%) of time performing duties:	10. Indicate the duties and responsibilities assigned to the position and the percentage (%) of time spent for each. Group related tasks under the same percentage (%) with the highest percentage (%) listed first.
	ESSENTIAL FUNCTIONS
35%	Research, and interprets complex customer orders to meet CALPIA's commitments to improve customer satisfaction levels, including the coordination of custom product requests, delivery standards for freight carriers as implemented, and ensures technical support is available. Provides analytical support and recommendations for instructional procedures, delivery resolution and product detail to members of Marketing, Operations and On Time Delivery management, includes resolving invoice disputes in coordination with Accounts Receivable. Research product specifications, product availability, delivery coordination and provides requested information to internal and external customers directly. Responsible for processing incoming purchase orders, including credit card and web site orders, from interpretation of written instructions through order entry accessing ERP. Consults with customers, Operations Enterprise Managers, and factory staff; disseminate complex product specifications; facilitates manufacturing and delivery. Calculates freight and set-in-place charges according to CALPIA's terms and conditions of sale. Provides customer support for product inquiries, order status and delivery schedules. Ensures all CALPIA Customer Service policies and procedures are up to date, reviews and conducts necessary changes on an as needed basis.
30%	Conducts independent research, issues repair orders via ERP, and takes corrective action to resolve customer complaints. Coordinates on-site repairs through Customer Technical Support staff and follow-up to ensure customer satisfaction. Prepares correspondence for contract adjustments, storage quotes, freight charges and delivery delays to management, factories, and external customers. Coordinates with the Operations and Marketing management to ensure timely analysis and completion of contract entry utilizing the ERP system on an annual and as needed basis. Updates expired contracts and adjusts to reflect new contract terms and delivery requirements, reviews Contract Delegations on a single, quarterly, or annual basis. These include, but are not limited to, all CDCR institutional sites, state hospitals and veterans' homes. gathers, reviews, and analyzes the Purchase Orders (Contract Delegations) from our customers to validate all information is complete and correct, works with CALPIA internal staff and customers on any needed revisions. Advises management of potential revenue loss, product quality, availability, delays and delivery concerns and provides recommendations of how to reduce overall impact.
20%	Identifies the course of action for incident tickets submitted via the Green Check-mark located on the CALPIA website Utilizing Salesforce, the incumbent analyzes the information provided by the customer, researches orders through ERP, responds to customers and assigns tickets to the appropriate staff within CALPIA.
10%	Acts as support to Bid Coordinator during tight bid timelines, conducting analytical review of business opportunities via potential bids. Reviews and evaluates potential bids, working with and making recommendations to CALPIA managers cross-divisionally.

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9. Percentage (%) of time performing duties:	10. Indicate the duties and responsibilities assigned to the position and the percentage (%) of time spent for each. Group related tasks under the same percentage (%) with the highest percentage (%) listed first.
5%	**MARGINAL FUNCTIONS** Attends mandatory or job-related trainings, attends meetings, and performs other duties as required related to the classification.
	ADDITIONAL EXPECTATIONS

11. SUPERVISOR'S STATEMENT: I HAVE DISCUSSED THE DUTIES OF THE POSITION WITH THE EMPLOYEE.		
12. DATE SUPERVISOR PROVIDED EMPLOYEE WITH A COPY OF THE DUTY STATEMENT:		
PRINT EMPLOYEE NAME: Vacant	**EMPLOYEE SIGNATURE:**	**DATE:**
PRINT MANAGER/SUPERVISOR NAME: Eileen Eldridge	**MANAGER/SUPERVISOR SIGNATURE:**	**DATE:**
HR APPROVAL: Rita Lal 10/14/2024		