

Department of Consumer Affairs

Position Duty Statement

HR-41a (Revised 09/2019)

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Classification Title	Board/Bureau/Division
Staff Services Analyst	Bureau of Automotive Repair (BAR)
Working Title	Office/Unit/Section / Geographic Location
Program Correspondence Analyst	Technician Licensing and STAR Program/ Program Support and Problem Resolution Unit/ Rancho Cordova
Position Number	Name and Effective Date
646-140-5157-805	

General Statement: Under the supervision of the Staff Services Manager (SSM) I, the Staff Services Analyst (SSA) is responsible for serving as the Licensing Program’s main point of contact for general and complex inquiries and issues related to licensing statutes, regulations, requirements, processes, and procedures. The incumbent also supports the program in an analytical and research role over program analysis, systems automation, and serves as a subject matter expert (SME) to BAR staff regarding the various functions within the Program. Specific duties include, but are not limited to, the following:

A. SPECIFIC ASSIGNMENTS [Essential (E) / Marginal (M) Functions]

40% (E) Program Correspondence Analyst

Provide high level, professional, authoritative responses to the public, businesses, and government agencies for all Program areas in line with BAR policies, rules, laws, regulations, and procedures. Research and analyze information received through the Licensing Program’s program-wide inbox to address a variety of fiscal, complex, and high priority inquiries from applicants, licensees, businesses, and trade organizations seeking information about State licensing processes, BAR departmental policies and procedures, and associated licensing agencies, such as the Board of Equalization (BOE) and Secretary of State (SOS).

Draft and develop original legally and technically accurate standardized responses for management and staff; develop responses that include Licensing Program’s policies, rules, laws, regulations, and procedures. Track policy expiration, manage the formulation of new policies, and facilitate the modification of existing policies for implementation into future standardized correspondence.

Analyze the metrics of email responsiveness of inquiries and communication timelines to improve customer service standards. Determine response timeline compliance in line with California Code of Regulations (Title 16, Section 3303.2). Implement electronic tracking mechanisms that accurately reflect response time in order to consult with all levels of Licensing management and provide formal recommendations.

Establish and maintain a streamlined process to ensure consistent communication across all facets of the Program; including correspondence style, format, terminology, and tone.

25% (E) Program Support and Subject Matter Expert

Serve as an analyst for the Program by analyzing and providing guidance on processing the complex licensing and STAR certification applications. Develop, coordinate, and administer training related to the Program to BAR staff. Review, analyze, and interpret laws, regulations, policies, and procedures relating to Licensing and disseminate information to BAR staff as appropriate. Maintain knowledge of the Program to assist management in program performance reporting.

Reduce application processing time by streamlining responses to emails through effective and standardized communication to applicants and Licensing staff regarding current requirements, regulations, policies, and procedures.

15% (E) SimpliGov Queue Management, Issue/Error Escalation, Quality Review/Quality Assurance

Act as SimpliGov and future modernization platforms subject matter expert providing training and support for licensing processors, tracking and coordinating escalations DCA-Office of Information Systems (OIS), and SimpliGov and future modernization platforms as needed. Conduct analysis and queries in SimpliGov and future modernization platforms to assign licensure applications to be processed by licensing technicians, directing follow up of expedited applications, deficient responses, applications returned from EOB and completed applications ready for archiving to master file. Audit licensure application processing to identify efficiency opportunities. Perform routine quality assurance checks on applications to assist with streamlining the applications process and identify knowledge gaps and training opportunities.

10% (E) System Automation

Research, investigate, and resolve complex, sensitive, and technical BAR Licensing Program issues and problems that relate to automated systems, examination contractors, field offices, and management. Create standardized, effective, and accurate language to be used among all Licensing functions and platforms (i.e., online applications, BAR website information/frequently asked questions, internal and external communication). Provide analytical support and input in the program's pursuit and implementation of user-friendly technologies, providing general Information Technology and technical training and assistance as needed for BAR staff, applicants, and licensees. Create, produce, and generate a variety of reports pertaining to the Licensing Program for distribution to BAR's Executive Office, Field Operations and Enforcement Division, and Engineering and Research Branch utilizing data analytics and report generating software.

5% (E) Management Consultant

Advise management on the standards and procedures for workload trends, average license application processing times. Advise management of project statuses, milestones, and expected completion dates. Advise, consult with, and make recommendations to BAR's management on technical policy issues, licensing procedures, and legislative and regulatory changes.

5% (M) Miscellaneous

Represent the Program and BAR at meetings, public hearings, conferences, and other licensing functions.

B. Supervision Received

The incumbent works under the supervision of the SSM I. However, direction may also come from the SSM II.

C. Supervision Exercised

NONE

D. Administrative Responsibility

NONE

E. Personal Contacts

The incumbent has daily contact with various levels of departmental employees, licensees, applicants, other governmental agencies, and the general public.

F. Actions and Consequences

Failure to provide correct information to the public, licensees, applicants, and other government agencies in a courteous, professional, manner could result in complaints and licensing delays. The inability to work effectively with staff may result in the delay of a license/certification and may impede an applicant's ability to conduct business. Failure to accurately verify an applicant's history based on possible past enforcement actions may jeopardize the integrity of the automotive repair and Smog Check industry, pose a financial loss to consumers, and threaten the health and safety of the public.

G. Functional Requirements

The incumbent works 40 hours per week in an office setting with artificial light and temperature control. The ability to use a personal computer and telephone is essential. The incumbent must be able to frequently remain in a stationary position at a workstation throughout the day and must occasionally position themselves to perform a variety of tasks including retrieval of files.

H. Other Information

The incumbent must be self-motivated, organized and able to prioritize work assignments. They must also be punctual, dependable and able to work independently to meet assigned deadlines. The incumbent must display a high level of skills in communicating both verbally and in writing. The incumbent must be flexible regarding interruptions and changes in priorities relative to daily workload.

In all job functions, employees are responsible for creating an inclusive, safe, and secure work environment that values diverse cultures, perspectives, and experiences, and is free from discrimination. Employees are expected to provide all members of the public equitable services and treatment, collaborate with underserved communities and tribal governments, and work toward improving outcomes for all Californians.

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 Health & Safety analyst.)

Employee Signature

Date

Employee's Printed Name, Classification

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

Supervisor Signature

Date

Printed Name, Classification

Department of Consumer Affairs

Position Duty Statement

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Associate Governmental Program Analyst	Bureau of Automotive Repair (BAR)
Working Title	Office/Unit/Section / Geographic Location
Program Correspondence Analyst	Technician Licensing and STAR Program/ Program Support and Problem Resolution Unit/ Rancho Cordova
Position Number	Name and Effective Date
646-140-5393-805	

General Statement: Under the direction of the Staff Services Manager (SSM) I, the Associate Governmental Program Analyst (AGPA) is responsible for independently serving as the Licensing Program’s expert level point of contact for inquires related to licensure statutes, regulations, and requirements. The AGPA also supports the program in an analytical and research role over program analysis, systems automation, and serves as a subject matter expert (SME) to BAR staff regarding the various functions within the Program. Specific duties include, but are not limited to, the following:

A. SPECIFIC ASSIGNMENTS [Essential (E) / Marginal (M) Functions]

40% (E) Program Correspondence Analyst

Provide the highest level, professional, authoritative responses to the public, businesses, and government agencies across all Licensing Program areas in line with BAR policies, rules, laws, regulations, and procedures. Independently research and analyze information received through the Licensing Program’s program-wide inbox to address a variety of fiscal, complex, and high priority inquiries from applicants, licensees, businesses, and trade organizations seeking information about State licensing processes, BAR departmental policies and procedures, and associated licensing agencies, such as the Board of Equalization (BOE) and Secretary of State (SOS).

Independently draft and develop original legally and technically accurate standardized responses for management and staff; develop responses that include Licensing Program policies, rules, laws, regulations, and procedures. Track policy expiration, manage the formulation of new policies, and facilitate the modification of existing policies for implementation into future standardized correspondence.

Independently analyze the metrics of email responsiveness of inquiries and communication timelines to improve customer service standards. Determine response timeline compliance in line with California Code of Regulations (Title 16, Section 3303.2). Implement electronic tracking mechanisms that accurately reflect response time in order to consult with all levels of Licensing management and provide formal recommendations.

Establish and maintain a streamlined process to ensure consistent communication across all facets of the Licensing Program; including correspondence style, format, terminology, and tone.

25% (E) Program Support and Subject Matter Expert

Serve as the SME analyst for the Licensing Program by analyzing and providing guidance on processing the most complex licensing and STAR certification applications. Develop, coordinate, and administer training related to the Licensing Program to BAR staff. Independently review, analyze, and interpret laws, regulations, policies, and procedures relating to Licensing and disseminate information to BAR staff as appropriate. Maintain expert level knowledge of the Licensing Program to assist management in program performance reporting.

Reduce application processing time by streamlining responses to emails through effective and standardized communication to applicants and Licensing staff regarding current requirements, regulations, policies, and procedures.

15% (E) SimpliGov Queue Management, Issue/Error Escalation, Quality Review/Quality Assurance

Act as SimpliGov and future modernization platforms subject matter expert providing training and support for licensing processors, tracking and coordinating escalations DCA-Office of Information Systems (OIS), and SimpliGov and future modernization platforms as needed. Conduct analysis and queries in SimpliGov and future modernization platforms to assign licensure applications to be processed by licensing technicians, directing follow up of expedited applications, deficient responses, applications returned from EOB and completed applications ready for archiving to master file. Audit licensure application processing to identify efficiency opportunities. Perform routine quality assurance checks on applications to assist with streamlining the applications process and identify knowledge gaps and training opportunities.

10% (E) System Automation

Research, investigate, and resolve the most complex, sensitive, and technical BAR Licensing Program issues and problems that relate to automated systems, examination contractors, field offices, and management. Independently create standardized, effective, and accurate language to be used among all Licensing functions and platforms (i.e., online applications, BAR website information/frequently asked questions, internal and external communication). Provide analytical support and input in the program's pursuit and implementation of user-friendly technologies, providing general Information Technology and technical training and assistance as needed for BAR staff, applicants, and licensees. Independently create, produce, and generate a variety of reports pertaining to the Licensing Program for distribution to BAR's Executive Office, Field Operations and Enforcement Division, and Engineering and Research Branch utilizing data analytics and report generating software.

5% (E) Management Consultant

Advise management on the standards and procedures for workload trends, average license application processing times. Advise management of project statuses, milestones, and expected completion dates. Advise and make recommendations to BAR's management on technical policy issues, licensing procedures, and legislative and regulatory changes.

5% (M) Miscellaneous

Represent the Licensing Program and BAR at meetings, public hearings, conferences, and other licensing functions.

B. Supervision Received

The incumbent works under the direction of the SSM I. However, direction may also come from the SSM II.

C. Supervision Exercised

NONE

D. Administrative Responsibility

NONE

E. Personal Contacts

The incumbent has daily contact with various levels of departmental employees, licensees, applicants, other governmental agencies, and the general public.

F. Actions and Consequences

Failure to provide correct information to the public, licensees, applicants, and other government agencies in a courteous, professional, manner could result in complaints and licensing delays. The inability to work effectively with staff may result in the delay of a license/certification and may impede an applicant's ability to conduct business. Failure to accurately verify an applicant's history based on possible past enforcement actions may jeopardize the integrity of the automotive repair and Smog Check industry, pose a financial loss to consumers, and threaten the health and safety of the public.

G. Functional Requirements

The incumbent works 40 hours per week in an office setting with artificial light and temperature control. The ability to use a personal computer and telephone is essential. The incumbent must be able to frequently remain in a stationary position at a workstation throughout the day and must occasionally position themselves to perform a variety of tasks including retrieval of files.

H. Other Information

The incumbent must be self-motivated, organized and able to prioritize work assignments. They must also be punctual, dependable and able to work independently to meet assigned deadlines. The incumbent must display a high level of skills in communicating both verbally and in writing. The incumbent must be flexible regarding interruptions and changes in priorities relative to daily workload.

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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 Health & Safety analyst.)

Employee Signature

Date

Employee's Printed Name, Classification

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

Supervisor Signature

Date

Printed Name, Classification

New: 11/2024