

Department of Health Care Access and Information

Proposed Duty Statement

Employee Name <Vacant>	Organization Director's Office	
Position Number 441-100-5393-702	Location Sacramento	Telework Option Hybrid
Classification Associate Governmental Program Analyst (AGPA)	Working Title Administrative Analyst	

General Description	
<p>The Associate Governmental Program Analyst (AGPA) is responsible for complex, sensitive/confidential functions in an office work support role. The AGPA regularly performs a variety of analytic duties and is expected to consistently exercise a high degree of initiative, independence, and originality in performing assigned tasks. The AGPA handles detailed and sensitive customer contacts, as well as independent origination of correspondence, documents, and reports, involving the knowledge and application of detailed regulations, policies, and procedures. Develops system improvements for budgeting, planning, and workforce analysis. Provides analytical assistance on Director's Office workload, business process, and sensitive departmental or program issues. The AGPA also provides administrative analysis on critical and time-sensitive assignments and performs other analytical services and other related work for the Directorate.</p>	
Supervision Received	Reports to the Staff Services Manager I
Supervision Exercised	None
Physical Demands	Must possess and maintain sufficient strength, agility, endurance, and sensory ability to perform the duties contained in this duty statement with or without reasonable accommodation.
Typical Working Conditions	Requires prolonged sitting, use of telephone and computer, frequent contact with employees and the public. Some travel may be required. The standard work schedule is between 8:00 a.m. to 5:00 p.m., Monday through Friday.
Job Duties	
E = Essential, M = Marginal	
35%	<p>E Business Analysis- Perform complex work with stakeholders/customers to help define, develop, and document processes, including translating requirements to technical and system requirements. Take a lead role in assisting with the planning, monitoring, eliciting, organizing, verifying, and validating the multiplex processes or solution requirements. Collaborating on a wide range of interdisciplinary tasks, prioritizing workload based on the intricate and confidential demands of the Directorate. Perform gap and process analysis and requirements management and communication.</p>
35%	<p>E Administrative Analysis- Establish and maintain positive relationships with senior management team, program staff, and other key stakeholders and customers. Resolve critical issues with office customers. Drive effective communications across the enterprise and promote consistency, transparency, and a unified message that conforms to the Department's values. Develop and maintain directorate service procedures. Propose recommendations to leadership on administrative functions, advising management on the impact or potential impact of organizational change. Responsible executing the duties of HR Liaison, Procurement liaison, Accounting and Budgets liaison, Public Meeting Facilitator lead, and Attendance Coordinator.</p>

15%	E	Schedule Management- Responsible for arranging the calendars and managing the appointments of the Directorate. Accountable for developing agendas, keeping a record of meetings, and reminding the key personnel as well as other participants of any schedule adjustments and cancellations. Responsible for booking venues, arranging logistics, processing travel arrangements, and managing itinerary in accordance with the specifications of the directorate in a detailed, consistent, accountable manner.
10%	E	Administrative Support- Provides support to the Department’s senior leaders, serves as the primary point of contact for internal and external constituencies on matters pertaining to the Directorate. Serves as a liaison to the senior management team; organizes and coordinates executive speaking engagements and talking points. Effectively communicates both orally and in writing information and data toward the resolution of complex governmental matters. Leads the administrative support functions of the office and oversees special projects.
5%	M	Other duties assigned.

Other Expectations

- Demonstrate a commitment to building an inclusive work environment that promotes HCAI's diversity, equity and belonging where employees are appreciated and comfortable as their authentic selves.
- Demonstrate a commitment to maintaining a work environment free from workplace violence, discrimination, and sexual harassment.
- Demonstrate a commitment to HCAI’s Mission, Vision, and Goals.
- Demonstrate a commitment to HCAI’s Values and Guiding Principles.
- Maintain good work habits and adhere to all HCAI policies and procedures.

To Be Signed by the Employee and Immediate Supervisor

I have read and understand the duties and expectations of this position

I have discussed the duties and expectations of this position with the employee.

Employee Signature/Date

Supervisor Signature/Date

**Department of Health Care Access and
Information Duty Statement Proposed**

Employee Name Vacant	Organization Director's Office	
Position Number 441-100-5157-702	Location Sacramento	Telework Option Hybrid
Classification Staff Services Analyst	Working Title Administrative Analyst	

General Description	
<p>The Staff Services Analyst (SSA) is responsible for complex, sensitive/confidential functions in an office work support role. The SSA regularly performs a variety of analytic duties and is expected to consistently exercise a high degree of initiative, independence, and originality in performing assigned tasks. The SSA handles detailed and sensitive customer contacts, as well as independent origination of correspondence, documents, and reports, involving the knowledge and application of detailed regulations, policies, and procedures. Provides analytical assistance on Director's Office (DO) workload, business process, and sensitive departmental or program issues. The SSA also provides administrative analysis on critical and time-sensitive assignments and performs other analytical services and other related work for the SSM I Operations Manager and Deputy Director – Sacramento Office.</p>	
Supervision Received	Reports to the Staff Services Manager I
Supervision Exercised	None
Physical Demands	Must possess and maintain sufficient strength, agility, endurance, and sensory ability to perform the duties contained in this duty statement with or without reasonable accommodation.
Typical Working Conditions	Requires prolonged sitting, use of telephone and computer, frequent contact with employees and the public. Some travel may be required. The standard work schedule is between 8:00 a.m. to 5:00 p.m., Monday through Friday.

Job Duties		
E = Essential, M = Marginal		
35%	E	Business Analysis- Perform complex work with stakeholders/customers to help define, develop, and document processes, including translating requirements to technical and system requirements. Take a lead role in assisting with the planning, monitoring, eliciting, organizing, verifying, and validating the complex processes or solution requirements. Perform gap and process analysis and requirements management and communication.
35%	E	Administrative Analysis- Establish and maintain positive relationships with senior management team, program staff, and other key stakeholders and customers. Resolve critical issues with office customers. Drive effective communications across the enterprise and promote consistency, transparency, and a unified message that conforms to HCAI values. Develop and maintain directorate service procedures. Responsible executing the duties of HR Liaison, Procurement liaison, Accounting and Budgets liaison, Public Meeting Facilitator lead, and Attendance Coordinator.
15%	E	Schedule Management- Responsible for arranging the calendars and managing the appointments of the Directorate. Accountable for developing agendas, keeping a record of meetings, and reminding the key personnel as well as other participants of any schedule adjustments and

cancellations. Responsible for booking venues, arranging logistics, processing travel arrangements, and managing itinerary in accordance with the specifications of the directorate.

10% E Administrative Support- Provides support to the DO senior leaders, serves as the primary point of contact for internal and external constituencies on matters pertaining to the administrative portion of the DO. Serves as a liaison to the senior management team; organizes and coordinates executive speaking engagements and talking points. Leads the Administrative support functions of the office and oversees special projects.

5% M Other duties as assigned.

Other Expectations

- <Enter position specific expectations>
- Demonstrate a commitment to building an inclusive work environment that promotes HCAI's diversity, equity and belonging where employees are appreciated and comfortable as their authentic selves.
- Demonstrate a commitment to maintaining a work environment free from workplace violence, discrimination, and sexual harassment.
- Demonstrate a commitment to HCAI’s Mission, Vision, and Goals.
- Demonstrate a commitment to HCAI’s Values and Guiding Principles.
- Maintain good work habits and adhere to all HCAI policies and procedures.

To Be Signed by the Employee and Immediate Supervisor

I have read and understand the duties and expectations of this position

I have discussed the duties and expectations of this position with the employee.

Employee Signature/Date

Supervisor Signature/Date