

**DUTY STATEMENT**

CALIFORNIA PUBLIC UTILITIES COMMISSION

<b>DIVISION</b> External Affairs		<b>EFFECTIVE DATE</b>
<b>BRANCH/SECTION</b> Consumer Affairs Branch		<b>CLASS TITLE</b> Associate Governmental Program Analyst
<b>WORKING DAYS AND WORKING HOURS</b> Monday through Friday 8 a.m. to 5 p.m.		<b>PHYSICAL WORK LOCATION</b> Sacramento, San Francisco, Los Angeles
<b>INCUMBENT (If known)</b>		<b>CURRENT POSITION NUMBER (Agency - Unit - Class - Serial)</b> 680-163-5393-001
YOU ARE A VALUED MEMBER OF THE DEPARTMENT'S TEAM. YOU ARE EXPECTED TO WORK COOPERATIVELY WITH TEAM MEMBERS AND OTHERS TO ENABLE THE DEPARTMENT TO PROVIDE THE HIGHEST LEVEL OF SERVICE POSSIBLE. YOUR CREATIVITY AND PRODUCTIVITY ARE ENCOURAGED. YOUR EFFORTS TO TREAT OTHERS FAIRLY, HONESTLY, AND WITH RESPECT ARE IMPORTANT TO EVERYONE WHO WORKS WITH YOU.		
<b>BRIEFLY (1 or 2 sentences) DESCRIBE THE POSITION'S ORGANIZATIONAL SETTING AND MAJOR FUNCTIONS:</b> Under the direction of the Staff Services Manager I of the Consumer Affairs Branch (CAB) Consumer Analysis and Programs (CAP) Unit, the Associate Government Program Analyst (AGPA) provides analysis of CAB operations, including quality assurance and case management. The analysis assignments comprise of creating reports, measuring and improving complaint resolution processes, and providing support to CPUC policymakers and other stakeholders using what is learned via consumer complaints. The AGPA regularly prepares data and written analyses, data queries, and studies and works closely with analytical and operational staff within CAB.		
<b>% of time performing duties</b>	Indicate the duties and responsibilities assigned to the position and the percentage of time spent on each. Group related tasks under, the same percentage with the highest percentage first. <i>(Use additional sheet if necessary)</i>	
30%	<b>ESSENTIAL FUNCTIONS:</b> Analyze CAB written and phone cases to ensure correct coding and recommend coding corrections to supervisor. Analyze coding errors and make recommendations to reduce errors. Track and analyze error trends and make recommendations on performance improvements. Analyze emerging issues and recommend database, coding, or other changes as necessary. Review correspondence letters, looking for error trends, to develop corrective action plans. Analyze Commission procedures/policies in coordination with the CAP PURAs, and update correspondence letter templates.	
25%	Ensure adequate CAB operations performance by regularly analyzing case processing times and quantities to identify any deficiencies, needed improvements, or irregularities. Identify delayed cases and create an action plan to ensure efficient processing of the cases. Analyze delayed cases to determine trends, develop options for improving case processing and present a preferred plan to CAB management. Analyze cases for non-responsive utilities and provide regular analysis for the Utility Enforcement Branch. Work with the Analysis Unit to identify emerging fraud/abuse trends and make recommendations to the Utility Enforcement Branch.	
20%	Analyze reoccurring case quality issues and create and conduct regular training (in-person and remote) to address these trends. Work with the CAP PURAs to identify changes in Commission policy and coordinate needed training materials, including job aids and alerts. Establish a regular schedule for analyzing job aids and recommend updates to job aids and other training tools as a result of the analysis. Assist with maintaining CAB's SharePoint site or subsequent resource repository with job aids, utility advisories, emerging issues, and press releases Assist with review and response to TEAM & CHANGES program invoices and service level agreements (SLA), maintain budget reporting, and provide other support.	
15%	Manage or assist with CAB's contracts, including invoice review and request for proposals. Ensure contract services meet expectations by conducting quality analysis and coordinating with CAB operational and analytical staff. Act as a liaison between CAB and other divisions on tracking and resolving the more complex constituent inquiries. Act as a liaison between IT and CAB to troubleshoot phone quality, network problems, or other issues. Perform contract or IT issues analysis and recommend changes or improvements to CAB management. Regularly analyze customer service industry operations best practices, present implementation options, and recommend preferred changes to management. Act as a liaison between IT and CAB on IT projects.	

**DUTY STATEMENT****CALIFORNIA PUBLIC UTILITIES COMMISSION**

10%	<p><b><u>MARGINAL FUNCTIONS</u></b> Other duties as necessary, including but not limited to answering consumer inquiries by phone or e-mail, attending training and conferences, budget tracking, regular and accurate timekeeping and work tracking reporting, and some travel.</p>
-----	--

	<p><b><u>KNOWLEDGE AND ABILITIES</u></b> [<i>From Class Specs</i>]</p> <p>Knowledge of: Principles, practices, and trends of public and business administration, management, and supportive staff services such as budgeting, personnel, and management analysis; government functions and organization; and methods and techniques of effective conference leadership.</p> <p>Ability to: Reason logically and creatively and utilize a variety of analytical techniques to resolve complex governmental and managerial problems; develop and evaluate alternatives; analyze data and present ideas and information effectively both orally and in writing; consult with and advise administrators or other interested parties on a wide variety of subject-matter areas; gain and maintain the confidence and cooperation of those contacted during the course of work; coordinate the work of others, act as a team or conference leader; and appear before legislative and other committees.</p> <p><b><u>WORK ENVIRONMENT, PHYSICAL OR MENTAL ABILITIES:</u></b></p> <ul style="list-style-type: none"> <li>• Proficiency with communications-related technologies, including personal computer applications, telecommunications equipment, Internet, voicemail, email, etc.</li> <li>• Dress appropriately for a business/government environment.</li> <li>• CONTINUOUS sitting and upward and downward flexion of neck; fine finger dexterity; light to moderate finger pressure to manipulate keyboard, equipment controls, and office equipment; pinch grasp to manipulate writing utensils. FREQUENT side-to-side turning of neck, walking, standing, bending, stooping, pushing/pulling and twisting at waist; moderate wrist torque to twist equipment knobs and dials; lifting objects weighing up to 20 lbs. OCCASIONAL squatting, kneeling, and reaching above and at shoulder height; moderate grasp to manipulate reference books and manuals.</li> <li>• Employees will primarily work in an office environment with moderate noise levels, and controlled temperature conditions.</li> <li>• See in the normal visual range with or without correction; vision sufficient to read computer screens and printed documents and to operate equipment.</li> <li>• Hear in the normal audio range with or without correction.</li> <li>• Occasional travel throughout the state of California may include overnight weekends and several days at a time.</li> </ul>
--	---

**SUPERVISOR'S STATEMENT:** *I HAVE DISCUSSED THE DUTIES OF THE POSITION WITH THE EMPLOYEE*

<b>SUPERVISOR'S NAME (Print)</b> Elizabeth Auer	<b>SUPERVISOR'S SIGNATURE</b>	<b>DATE</b>
--	-------------------------------	-------------

**EMPLOYEE'S STATEMENT:** *I HAVE DISCUSSED WITH MY SUPERVISOR THE DUTIES OF THE POSITION AND HAVE RECEIVED A COPY OF THE DUTY STATEMENT*

The statements contained in this duty statement reflect general details as necessary to describe the principal functions of this job. It should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including work in other functional areas to cover absence of relief, to equalize peak work periods or otherwise balance the workload.

<b>EMPLOYEE'S NAME (Print)</b>	<b>EMPLOYEE'S SIGNATURE</b>	<b>DATE</b>
--------------------------------	-----------------------------	-------------