

Current Proposed

Classification Title	Division/Unit
Associate Governmental Program Analyst	Selection Division, Selection Services Program
Working Title	IT Domain (if applicable)
Outreach & Exams Analyst	
Position Number	Effective Date
363-840-5393-717	
Name	Date Prepared
	12/18/2023

CalHR Mission and Vision

The California Department of Human Resources (CalHR) is responsible for issues related to employee salaries and benefits, job classifications, civil rights, training, exams, recruitment, and retention. For most employees, many of these matters are determined through the collective bargaining process managed by CalHR.

Our Vision: To be the premier leader and trusted partner in innovative human resources management.

Our Mission: To provide exceptional human resources leadership and services with integrity, respect and accountability to state departments and all current and prospective employees.

General Statement

Under the direction of the Services Manager I, Supervisor (SSM I), Customer Service and Outreach Manager, the Associate Governmental Program Analyst (AGPA) is responsible for providing examination development, assembly, and administration services of average difficulty to State Departments on a cost reimbursable basis using a wide range of advance research methodologies, statistical techniques, and principles in performing test validation and construction work for the Selection Services Program. Incumbents at the Associate Governmental Program Analyst level will work in a lead capacity and may be partnered with Staff level Analysts to whom they will serve as lead and provide guidance on projects. Duties include, but are not limited to, the following:

Job Functions

[Essential (E) / Marginal (M) Functions]:

35% Departmental Communication – Inbox Assignments (E)

Oversees and tracks inbox assignments and departmental examination issues. Is responsive and professional in communication with internal and external stakeholders. Provides consistent and accurate responses to departments, deferring to Examination Consultants and SSMI for the more complex issues. Coordinates responses with other units and divisions within CalHR for issues that are misrouted or require additional information before response. Inquiries from departments include but are not limited to: servicewide examination administration approval; request for paid examination projects; various examination maintenance or issue resolution; examination audits and record retrieval for appeals.

25% Examination Component Review (E)

In conjunction with Senior Examination Consultants and Examination Validation and Maintenance Consultants, reviews job analysis and examinations for accuracy and completeness. Provides grammatical and format feedback and recommendations during the review process. Tracks servicewide job analysis dates to ensure they are current (less than 5-years of age) and inclusive (all user departments).

20% Exam Development (E)

In collaboration with Senior Examination Consultants and Examination Validation and Maintenance Consultants, assists with the development of selection instruments such as multiple-choice tests, performance tests, interviews, and other professionally accepted techniques. Assists with job analysis and reviews reports to determine competencies, tasks and the knowledge required for effective job performance. Responsible for identifying and tracking examinations administered by CalHR for job analysis and examination refreshes five years of age or older. Conducts research on selection procedures, job analysis methods, and related assessment tasks, to remain current on trends and practices of the assessment profession. Works with Senior Examination Consultants to test examination items for validity and adverse impact in servicewide or paid-project examinations created by and/or administered by CalHR.

15% Process Improvements (M)

Brings forth process improvements initiatives for selection services; participates in quality innovations in the selection process; makes recommendations to enhance the examination process; communicates in person and in writing to identify selection and testing issues and implements resolution to selection and processing problems. Identifies problems and make recommendations to improve selection and examination services including technical consultation; liaison for departments and data processing staff; development of examination materials; development and administration of testing that meets technical and legal standards, in addition to departmental objectives.

5% Special Projects and Other Duties (M)

Participates and/or leads special projects or other duties as assigned.

Supervision Received

The Associate Governmental Program Analyst reports directly to the Staff Services Manager I; however, project assignments will be coordinated by the Project Coordinator in collaboration of the Selection Services Program.

Supervision Exercised

None

Special Requirements / Desirable Qualifications

Knowledge of principles, practices, and trends of public and business administration, management, and supportive staff services such as budgeting, personnel, and management analysis; and governmental functions and organization.

Ability to reason logically and creatively and use a variety of analytical techniques to resolve complex governmental and managerial problems; develop and evaluate alternatives; analyze data and present ideas and information effectively; consult with and advise administrators or

other interested parties on a wide variety of subject-matter areas; and gain and maintain the confidence and cooperation of those contacted during work.

Willingness as a learner to do routine or detailed work to learn the practical application of administrative principles; and demonstrated capacity for development as evidenced by work history, academic attainment, participation in school or other activities, or by well-defined occupational or vocational interests; and willingness and ability to accept increasing responsibility.

Working Conditions

The duties of this position are performed indoors. The employee's workstation is located at 1515 "S" Street building and is equipped with standard or ergonomic office equipment, as appropriate. Travel may be required to attend meetings or training classes.

Duties may be performed in-person, remotely, or in a hybrid arrangement depending on adherence to telework policy and procedures.

Attendance

Must maintain regular and acceptable attendance at such a level as is determined at the Department's sole discretion. Must be regularly available and willing to work the hours the Department determines are necessary or desirable to meet its business needs.

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 RA Coordinator.)

*A Reasonable accommodation is any modification or adjustment made to a job, work environment, or employment practice or process that enables an individual with a disability or medical condition to perform the essential functions of their job or to enjoy an equal employment opportunity.

Duties of this position are subject to change and may be revised as needed or required.

Employee Signature	Employee Printed Name	Date

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	Supervisor Printed Name	Date

Current Proposed

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Job Functions

[Essential (E) / Marginal (M) Functions]:

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5% Special Projects and Other Duties (M)

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Supervision Received

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Supervision Exercised

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Special Requirements / Desirable Qualifications

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