

DUTY STATEMENT

CALIFORNIA PUBLIC UTILITIES COMMISSION

DIVISION Communications	EFFECTIVE DATE
BRANCH/SECTION Admin & Finance / Lifeline Support	CLASS TITLE Associate Governmental Program Analyst
WORKING DAYS AND WORKING HOURS Monday through Friday 8:00 a.m. to 5:00 p.m.	PHYSICAL WORK LOCATION Sacramento, San Francisco or Los Angeles
INCUMBENT (if known)	CURRENT POSITION NUMBER (Agency - Unit - Class - Serial) 680-633-5393-008
<p>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.</p>	
<p>BRIEFLY (1 or 2 sentences) DESCRIBE THE POSITION'S ORGANIZATIONAL SETTING AND MAJOR FUNCTIONS:</p> <p>The Communications Division (CD) advises Commissioners and decision-makers on policies and trends in the multibillion-dollar communications market in California. The Consumer Programs Branch within CD is responsible for developing and implementing universal service policies to promote affordable access of necessary communications services, and the administration of three key universal programs with a combined budget of more than \$500 million.</p> <p>One of these programs is the California LifeLine program, which provides discounted home and cell phone services to 1.7 million eligible low-income households. There are fifteen (15) staff dedicated to the LifeLine program who evaluate program effectiveness and efficiency, provide policy advice to decision makers, and develop strategic initiatives to improve the program. The section is also responsible for day-to-day oversight of all program functions.</p> <p>Under the direction of a Staff Services Manager, the incumbent (AGPA) will perform contract review and compliance monitoring of the California LifeLine third-party administrator (TPA), as well as of other CPUC vendors. The TPA is responsible for operational functions of the program, including the public call center, determining program eligibility, and program enrollment.</p> <p>The incumbent will ensure that the TPA and other vendors follow work scope, reporting, data requests, and all the requirements within their respective contracts. The incumbent will provide oversight of communications between the TPA and stakeholders, TPA reporting, and TPA deliverables. The incumbent will provide recommendations on the TPA contract and other vendor contracts that facilitate areas of modernization for the program. The incumbent will be responsible for monthly invoice tracking, review, and payment for all vendors.</p>	
% of time performing duties	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. (Use additional sheet if necessary)

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<p>40%</p>	<p>ESSENTIAL FUNCTIONS:</p> <p><u>Vendor and Contract Management:</u></p> <ul style="list-style-type: none"> • Oversight of communication between the TPA and stakeholders (including service providers, consumer advocate groups, other State agencies, the public, and more). • Analyze contract requirements and TPA deliverables to provide recommendations that facilitate modernization of the program. • Work closely with the rest of the LifeLine team to ensure that the TPA's day to day activities are consistent with program rules and documentation of those rules are regularly and accurately updated. • Ensure the TPA is in contract compliance with work scope, reporting, data requests, and all other contract requirements. • Participate in and provide direction during regular meetings and discussions with the TPA regarding ongoing and project work. • Create, manage, and track action items for the TPA within the program's project management system. • Coordinate with OSP on program needs and the management of all printed program communication. • Coordinate with OSP on program enhancements and automation projects. • Ensure OSP is in contract compliance with work scope, reporting, data requests, and all other contract requirements. • Provide oversight over other CPUC vendor contracts. • Assist in the creation and implementation of LifeLine contract solicitations.
<p>35%</p>	<p><u>Budget and Invoice Tracking:</u></p> <ul style="list-style-type: none"> • Track, review, and pay monthly TPA invoices. • Track, review, and pay monthly invoices for other CPUC vendors (OSP, IT Consultant, etc.). • Track, review, and pay monthly LifeLine service provider invoices (claims). • Perform audits on invoices, claims, and supplements materials. • Communicate and manage discrepancies and issues regarding invoicing and claims. • Track USPS account funds and ensure sufficient funds. • Track program fund balance. • Assist the team in compiling data during Estimated Caseload Projections (ECPs).
<p>15%</p>	<p><u>Other Administrative Tasks:</u></p> <ul style="list-style-type: none"> • Daily coordination with the LifeLine team on work priorities. • Track and manage LifeLine service providers contact information. • Manage shared LifeLine mailboxes. • Track advice letters for the LifeLine program. • Write administrative letters to service providers. • Manage working group calls. • Manage program website modifications and enhancements.
<p>10%</p>	<p><u>Marginal Functions:</u></p> <ul style="list-style-type: none"> • Ad-hoc special projects as necessary consistent with classification.

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KNOWLEDGE AND ABILITIES [From Class Specs]

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.

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.

WORK ENVIRONMENT, PHYSICAL OR MENTAL ABILITIES:

- Proficiency with communications-related technologies, including personal computer applications, telecommunications equipment, Internet, voicemail, email, etc.
- Work hours are Monday through Friday, and generally 8 A.M. to 5 P.M. unless alternative arrangements are agreed to by both the employee and the Communications Division management, and breaks are consistent with Bargaining Unit requirements, which may change.
- 100% Telework option, though willing to travel independently throughout the state on occasion, with overnight stay if needed.
- Reliability regarding work attendance and completing jobs on time, with quality deliverables.
- Working cooperatively with peers and management.
- Ability to lift 20 pounds.

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

SUPERVISOR'S NAME (Print)	SUPERVISOR'S SIGNATURE	DATE
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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.

EMPLOYEE'S NAME (Print)	EMPLOYEE'S SIGNATURE	DATE
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