

PROPOSED
Department of Health Care Access and Information
Duty Statement

Employee Name Vacant	HCAI Office of Administrative Services Workforce Support Branch (Culture Office) Human Resources Services Section Transactions Unit	
Position Number 441-164-5393-XX	Location Sacramento	Telework Option Hybrid workplace with a default minimum of four in-person days per work week; additional telework days may be considered based on operational needs. You must be a resident of California.
Classification Associate Governmental Program Analyst	Working Title Human Resources Coordinator	

General Description Under direction, the Associate Governmental Program Analyst (AGPA) will perform a variety of analytical, consultative, and evaluative tasks related to the administration of Human Resources Services within the department. This includes supporting functions such as payroll, benefits, worker’s compensation, position control, and other HR-related activities. The AGPA will use initiative and independent judgment to analyze complex data, develop solutions, and prepare reports while adhering to regulations, policies, and procedures. The role requires ensuring efficient resource management, promoting HR best practices, and fostering a culture of continuous improvement, innovation, and digital agility. The AGPA will provide guidance on HR policies, develop training programs, engage proactively with staff, and contribute to a collaborative work environment that encourages departmental excellence and resilience.		
Supervision Received	Under direction of the Staff Services Manager I (Supervisory), Human Resources Supervisor over the Transactions Unit.	
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 and use of telephone and video data terminals and frequent contact with employees. This position requires mobility to various HCAI work areas, as well as some travel. Hours of work to cover business hours of 8:00 a.m. to 5:00 p.m.	
Job Duties E = Essential, M = Marginal		
45%	E	Human Resources File Management Maintains HRSS files, including official personnel files (OPF), request for personnel action files, and transactions files. Establishes and maintains the HRSS Records Retention Schedule (includes purging and archiving). Scans OPF files. Appropriately purges confidential files per record retention requirements. Lead HRSS staff with file tracking, as assigned. Redacts files appropriately per applicable redaction rules and regulations, including employment applications and other recruitment documents. Maintains the redaction log. Releases applications to programs once redactions are completed and documents the completion in ServiceNow.

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25%	E	Reporting and Data Analysis Lead in developing desk manuals, and special reports (e.g. Human Resources letters, various statistical charts/graphs). Gathers data, prepares management reports and documents, and drafts correspondence on various HRS matters. Ensure the most current forms are available for distribution to the public and employees. Maintain various mail to appropriate personnel; mail copies, scan documents, and send faxes. Monitors various HCAI HR in boxes such as HCAI HR Services and HCAI OPFandA01check on a flow basis. Completes OPF requests, and verification of employment requests. Take necessary action such as print, respond, and/or refer to appropriate personnel. Update, track, and monitor the completion of various Human Resources spreadsheets and reports including Probation reports, Performance Appraisals, Merit Salary Adjustment (MSA) reports, and other Human Resources related spreadsheet and reports. Inform managers of non-compliance and provide updated reports when requested. Sends reminders to program managers to inform them of probation report/performance appraisal due dates. Sends out MSAs, NOPAs, and separates and files PARRs. Monitors and updates logs such as the monthly Movement Report and the AB119 spreadsheet.
20%	E	Correspondence and Administrative Support Originates, prepares, and processes a wide variety of correspondence, documents, and reports for HRSS. This includes, but is not limited to, reviewing various control agency letters, Human Resource Manuals, memos and bargaining contract provisions, develops/revises internal procedures, as necessary, and prepares needed communication documents for management. Serves as HRSS receptionist, answers phones and handles inquiries, greets visitors and assists with issues; refers them to appropriate staff on matters that pertain to highly technical/sensitive issues; ensures that office security log in/out procedures for visitors are followed; and help prepare for examinations/interviews. Responds to employment verification inquiries, and other duties as assigned. Creates open enrollment letters such as COBRA. Handles Public Service Loan Forgiveness verifications. Handles CalPERS requests regarding buying back service credits. Drafts Accounts Receivables/Garnishment letters. Releases the monthly garnishment payments to HCAI's Accounting department. Tracks and informs Personnel Specialists on employee range change dates.
5%	M	Additional Support Schedules meetings for the HRSS team, research subject matter information, and prepares pertinent materials for meetings. Takes notes at meetings. Delivers and picks up materials and documents from a variety of locations within HCAI as well as other offices. Orders and maintains supplies and equipment for the HRSS. Requests 25-Year Service log to process awards.
5%	M	Other Expectations Provides back-up to the OAS Team. Provide back up to the Personnel Specialists working in the leave accounting systems using 672s to document leave balances and completing A01 checks. Other duties as assigned.
Other Expectations <ul style="list-style-type: none"> • Demonstrate a commitment to performing duties in a service-oriented manner. • Encourage a culture of continuous improvement, adaptability, and resilience. 		

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- Uphold standards of fairness and equity in all employment practices, ensuring equal opportunities for all employees and job applicants, and treating everyone with respect and dignity.
- Lead initiatives that drive departmental excellence through innovative solutions and best practices, encouraging a culture of continuous improvement, adaptability, and resilience within the team.
- 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, Goals, Values, and Guiding Principles.
- Understands and maintains a high degree of confidentiality.
- Conduct self as a role model within the organization.
- Maintain good work habits and adhere to all HCAI policies and procedures.
- Show initiative in work activities, work improvements, and identifying and correcting errors.
- Successfully complete work assignments and meet deadlines.

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

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Employee Name Vacant	HCAI Office of Administrative Services Workforce Support Branch (Culture Office) Human Resources Services Section Transactions Unit	
Position Number 441-164-5157-XX	Location Sacramento	Telework Option Hybrid workplace with a default minimum of four in-person days per work week; additional telework days may be considered based on operational needs. You must be a resident of California.
Classification Staff Services Analyst	Working Title Human Resources Coordinator	

General Description Under general supervision, the Staff Services Analyst (SSA) will perform a variety of analytical, consultative, and evaluative tasks related to the administration of Human Resources Services within the department. This includes supporting functions such as payroll, benefits, worker's compensation, position control, and other HR-related activities. The SSA will use initiative and independent judgment to analyze complex data, develop solutions, and prepare reports while adhering to regulations, policies, and procedures. The role requires ensuring efficient resource management, promoting HR best practices, and fostering a culture of continuous improvement, innovation, and digital agility. The SSA will provide guidance on HR policies, develop training programs, engage proactively with staff, and contribute to a collaborative work environment that encourages departmental excellence and resilience.	
Supervision Received	Under the general direction of the Staff Services Manager I (Supervisory), Human Resources Supervisor over the Transactions Unit.
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.
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Job Duties E = Essential, M = Marginal 45% E Human Resources File Management Maintains HRSS files, including official personnel files (OPF), request for personnel action files, and transactions files. Establishes and maintains the HRSS Records Retention Schedule (includes purging and archiving). Scans OPF files. Appropriately purges confidential files per record retention requirements. Assists HRSS staff with file tracking, as assigned. Redacts files appropriately per applicable redaction rules and regulations, including employment applications and other recruitment documents. Maintains the redaction log. Releases applications to programs once redactions are completed and documents the completion in ServiceNow.	

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25%	E	Reporting and Data Analysis Assists in developing desk manuals, and special reports (e.g. Human Resources letters, various statistical charts/graphs). Gathers data, prepares management reports and documents, and drafts correspondence on various HRS matters. Ensure the most current forms are available for distribution to the public and employees. Maintain various mail to appropriate personnel; mail copies, scan documents, and send faxes. Monitors various HCAI HR in boxes such as HCAI HR Services and HCAI OPFandA01check on a flow basis. Completes OPF requests, and verification of employment requests. Take necessary action such as print, respond, and/or refer to appropriate personnel. Update, track, and monitor the completion of various Human Resources spreadsheets and reports including Probation reports, Performance Appraisals, Merit Salary Adjustment (MSA) reports, and other Human Resources related spreadsheet and reports. Inform managers of non-compliance and provide updated reports when requested. Sends reminders to program managers to inform them of probation report/performance appraisal due dates. Sends out MSAs, NOPAs, and separates and files PARRs. Monitors and updates logs such as the monthly Movement Report and the AB119 spreadsheet.
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