

☐ Current ☒ Proposed

Classification Title Associate Governmental Program Analyst	Division/Unit Benefits Division/Policy Oversight and Management
Working Title Benefits Program Analyst	HQ Designation CalHR Sacramento
Position Number 363-530-5393-002	Date Prepared 4/28/2025
Name Click or tap here to enter text.	Effective Date Click or tap here to enter text.

CalHR Mission, Vision, and Values

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 Mission: To serve as the trusted advisor to our strategic partners and the public, providing exceptional human resource services and guidance in developing a diverse and inclusive workforce.

Our Vision: Shaping California's future of public service excellence with fair and equitable employment opportunities and a diverse, engaged workforce.

CalHR Core Values: People Centric, Leadership, Accountability, DEIA, Integrity, and Transparency.

General Statement

Under the general direction of the Benefits Program Policy Manager – Staff Services Manager II (Managerial), the Benefits Program Analyst (AGPA) performs complex duties in the administration of the state's benefits programs within the Policy and Oversight and Management (POM) section. The POM Section provides, maintains, and oversees the administration of the following programs: Pre-Tax Parking, State Owned Housing (SOH), Transit and Bicycle Subsidy, Vanpool Incentive, Travel, and Relocation. The AGPA is responsible for the monitoring and tracking of statewide personnel practices to ensure the state's compliance, processing complex benefit inquiries, providing consultation, policy guidance, and training to departments, ensuring alignment with the CalHR and Benefits Division mission, vision, values and goals. Duties include, but are not limited to, the following:

Job Functions

[Essential (E) / Marginal (M) Functions] conducted [Onsite (O) / Virtually (V)]:

Percentage	(O) / (V)	Essential Job Duties
40%	OV	Consultation, Compliance and Customer Service: The Benefits Program Analyst is responsible for providing the highest-level of analytical Section support for the following programs and topics: Pre-Tax Parking, State Owned Housing (SOH), Transit and Bicycle Subsidy, Vanpool Incentive, Travel, and

		Relocation. Serves as the technical expert consultant to departmental personnel office staff by providing accurate and timely responses verbally and in writing, while being in alignment with Division guidelines. Independently researches, analyzes, interprets and applies benefit program policies to claim issues and enrollment transactions. Consults with various stakeholders such as State Controller's Office (SCO) and Department of General Services (DGS), carriers and vendors to determine outcomes of reimbursement related transactions. Prepares and provides claim determination memos and inquiry responses to departmental personnel offices.
35%	OV	Policy and Regulation Analysis: In collaboration with internal and external stakeholders, reviews, researches, and revises program information as a part of the Benefits program policy process. Recommends areas for improvement, actively participates in quality innovation discussions and implement resolutions to further enhance or correct program processes. Partners with departmental personnel offices and SCO to monitor and correct departmental enrollment and error data to ensure compliance with program policies and procedures. Provides program subject matter expertise during collective bargaining process. Independently tracks routine workload items and provide status updates to management (weekly, monthly, quarterly, annual reports). Prepares correspondence intended for internal and external stakeholders, regarding difficult and sensitive program issues, benefit contract provisions, policies, and procedures.
10%	OV	Stakeholder Engagement: Delivers superior customer service and actively engages with stakeholders to provide general program advice and consultation to enhance, strengthen and expand the policy and processes within the Section's assigned programs. Participates in quality innovation discussions on Benefits Division processes. Independently tracks routine workload items and provide status updates to management. Reviews and updates benefit program materials and in collaboration with other Division staff and management. Maintains program information on internal and external-facing websites (ex. CalHR website and the Benefits Division website) to ensure content consistency and accuracy. Disseminates information to departmental personnel offices regarding laws, regulations, and requirements in a variety of formats (i.e., Microsoft Office Package programs) Maintains organized and confidential documents and reports in various filing systems (i.e. physical filing and electronic filing). Attends meetings, training, and participate in workgroups.
10%		Training: Provides training to departmental personnel offices on various policies and procedures. Identifies applicable training needs to address the program gaps of departmental personnel offices. Communicates travel, relocation and benefit program issues and updates departmental personnel offices at various forums as needed (Ad Hoc and Transactions Supervisors' Forum). Participate in Benefits Administration Training for departmental personnel offices. Provides training to Benefits Division staff on committee and project updates.

Percentage	(O) / (V)	Marginal Job Duties
5%	OV	Other Duties as Assigned: Performs other duties as required to meet division needs by supporting other benefit programs within the section/division and special projects. Provides technical and analytical support to project teams and other committees as assigned (e.g. Open Enrollment, Web Team). Responsible for the processing of monthly invoices and other reports.

Supervision Received

The Associate Governmental Program Analyst reports directly to the Staff Services Manager II (Managerial). However, assignments may come from the Staff Personnel Program Analyst (SPPA), the Personnel Program Advisors (PPA), other Benefits Division Managers and/or the Assistant Chief or Division Chief.

Supervision Exercised

None

Special Requirements / Desirable Qualifications

The successful Associate Governmental Program Analyst actively pursues development in the following areas:

Interpersonal skills – collaboration, teamwork, practices conflict resolution, adaptability, resilience, and helping behaviors, works effectively both independently and with others.

Research skills- researching, interpreting, and applying governmental rules, laws, regulations, policies, and procedures.

Communication skills – clear and concise in verbal and written work, effective presentation skills, meeting facilitation skills, tact, applies critical and forward-thinking skills and the ability/skill to achieve buy-in and engage customers.

Dependability – meets deadlines, produces high quality work products, follows guidelines, departmental procedures, and manages time and schedule effectively.

General business acumen – honest, ethical, systemic thinking, thoughtfully decisive, and conscientious.

CalHR employees are expected to model and support CalHR Core Values.

Working Conditions

The duties of this position are performed indoors at the 1515 “S” Street building. The employees’ workstation is equipped with standard or ergonomic office equipment, as appropriate.

To promote collaboration, team cohesion, and employee development, CalHR operates on a hybrid schedule in accordance with both Statewide and CalHR’s Telework Policies.

Attendance

Employees must maintain regular and acceptable attendance, as determined solely by the Department. They must be regularly available on-site or virtually and willing to work the hours deemed necessary or desirable to meet the Department's business needs.

I have read and understand the duties listed above and I can perform these duties with or without reasonable accommodation (RA). * (If you believe an RA is necessary, discuss your concerns with the hiring supervisor. If unsure of the need for reasonable accommodation, inform the hiring supervisor, who will discuss your concerns with the RA Coordinator.)

*An RA 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 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 Name	Date