

Current Proposed

Classification Title Associate Governmental Program Analyst	Division/Unit Benefits Division/Health Policy Unit
Working Title Benefits Program Analyst	HQ Designation CalHR Sacramento
Position Number 363-570-5393-001	Date Prepared 07/02/2023
Name	Effective Date

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.

CalHR Benefits Division

The CalHR Benefits Division is responsible for the design, acquisition, and oversight of the statewide employee benefit programs. This includes dental, vision, flexible spending accounts, wellness, employee recognition, retirement, life, long-term disability and legal insurance, and other statewide benefit programs. Through effective stakeholder collaboration and partnerships, the division ensures the state employees, retirees and their dependents have access to competitive, quality, and affordable benefits. Successful delivery of these responsibilities enables the state, as an employer, to offer optimal benefits packages for recruiting and contributes to maintaining a top-performing workforce.

General Statement

Under the direction of the Personnel Program Manager II (PPM II), the Associate Governmental Program Analyst is responsible for completion of complex administrative functions of the state's benefits programs primarily within, but not limited to, the processing of contracts, stakeholder inquiries, tracking and analyzing data, developing reports, providing consultation, policy guidance, and training to departmental staff 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
35%	OV	Provide technical guidance and consultative assistance for multiple Benefits Programs' contracts and interagency agreements, while collaborating with the Contracts Manager. Perform research and analysis to gain a basic understanding of the goals and contractual needs of the Benefits Division. Fosters a collaborative work environment where all stakeholders involved are provided guidance on contracting requirements, establishes clear communication, maintains flexibility, conducts meetings, and discusses contract progress. Ensure agreements do not expire prematurely. Prepares extensions, augmentations and substitution of funds on amendments as requested, and assists in maintaining the Division's tracking logs. Provides back-up support to Contracts Manager and Power-bi dashboards. Provide advice and technical assistance to program staff on solicitation documents to ensure appropriate process is used, e.g., Non-Competitive Bid (NCB), Request for Proposal (RFP), Invitation for Bid (IFB), Request for Application (RFA). Write and distribute instructional guides to provide information and assistance to program staff for developing procurement documents.
25%	OV	Responsible for providing the highest-level of analytical Section support to Benefits Programs. Monitors multiple inboxes and provides accurate and timely responses to inquiries from employers, employees, and other stakeholders verbally and in writing while delivering excellent customer service. Conducts reviews, audits, and analyzes and tracks data while working closely with staff at California Public Employee's Retirement System (CalPERS), and the State Controllers' Office on special projects, while assisting Benefits staff with completed staff work. Communicates in person and in writing to identify Benefit Division issues and implements resolutions to processing problems while ensuring compliance with program policies and procedures.
20%	OV	Independently reviews, research, and revises processes, procedures, frequently asked questions, and policies to provide support to internal and external stakeholders to align with the goals and mission of the Department. Coordinates and writes bill analyses, policy briefs, proposals, and meeting minutes. Assists staff with Benefits program work; reviews and analyzes information and prepares recommendations. Serves as the lead on policy program workgroups established with stakeholders, partners and other Division staff to effectively set, manage and update the statewide benefit program policies. Provides general subject matter expertise during collective bargaining process which supports CalHR Labor Relations Division.
15%	OV	Delivers superior customer service and actively engages with internal and external stakeholders, partners, vendors, carriers, customers, state labor relations officers, personnel officers, departmental officials, and health industry-consultants providing general program guidance 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. Provides accurate and timely responses to inquiries from various inboxes from departmental personnel offices and other stakeholders in alignment with Benefit Division guidelines.
Percentage	(O) / (V)	Marginal Job Duties
5%	OV	Performs other duties as required consistent with division needs, including providing technical and analytical support to project teams and other committees as assigned (e.g., Open Enrollment, Web Team).

Supervision Received

The Associate Governmental Program Analyst reports directly to the Personnel Program Manager II; however, assignments may also come from other Benefits Division Managers, and/or the Division Chief.

Supervision Exercised

None.

Special Requirements / Desirable Qualifications

- Attention to detail with the ability to analyze and solve complex issues.
- Adaptable and able to handle multiple competing priorities and meet deadlines with short turnaround times.
- Ability to reason logically and interpret and apply statutes, regulations, policies, and procedures.
- Experienced with office productivity software, such as Microsoft Word, Outlook, Excel, and PowerPoint.
- Ability to develop and effectively utilize all available resources; and effectively contribute to the Department's vision and goals.
- Knowledge of the state contracting process.

Benefits Division Technical Core:

The successful Personnel Program Analyst reflects a significant degree of initiative and independent judgment in performing a wide variety of assignments and actively demonstrates the following:

- *Interpersonal skills* – conflict resolution, effective team behavior, adaptability, resilience, and helping behaviors
- *Communication skills* – clear and concise verbal and written, presentation skills, meeting facilitation skills, and the ability/skill to engage customers
- *Dependability* – meets deadlines, follows established Benefits Division procedures, and manages time and schedule effectively
- *General business acumen* – honest, ethical, systemic thinking, thoughtfully decisive, and conscientious.
- *Diversity, Equity and Inclusion* - supports the department's Equal Employment Opportunity (EEO) initiative and demonstrates an unwavering commitment to diversity, equity and inclusion.
- CalHR employees are expected to model and support CalHR Core Values.

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.

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.

Employee Acknowledgement

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