

**DUTY STATEMENT**

GS 907T (REV. 03/05)

**SHADED AREA TO REFLECT RECLASS POSITION NUMBER ONLY****INSTRUCTIONS:** Refer to the Essential Functions Duty Statement Manual for instructions on how to complete the Duty Statement.

RPA

**11497-DSA**

EFFECTIVE DATE:

|                                                                                 |                                                                                     |
|---------------------------------------------------------------------------------|-------------------------------------------------------------------------------------|
| <b>DGS OFFICE OR CLIENT AGENCY</b><br>Division of the State Architect           | <b>POSITION NUMBER (Agency - Unit - Class - Serial)</b><br>718-599-5393-xxx         |
| <b>UNIT NAME AND CITY LOCATED</b><br>HQ Performance Metrics, Sacramento         | <b>CLASS TITLE</b><br>Associate Government Program Analyst                          |
| <b>WORKING DAYS AND WORKING HOURS</b><br>Monday through Friday 8 a.m. to 5 p.m. | <b>SPECIFIC LOCATION ASSIGNED TO</b><br>1102 Q Street, Suite 5100                   |
| <b>PROPOSED INCUMBENT (If known)</b>                                            | <b>CURRENT POSITION NUMBER (Agency - Unit - Class - Serial)</b><br>718-599-1139-002 |

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.

**BRIEFLY (1 or 2 sentences) DESCRIBE THE POSITION'S ORGANIZATIONAL SETTING AND MAJOR FUNCTIONS**

Under the direction of the Staff Services Manager I in the Performance Metrics Unit of the Division of the State Architect (DSA), the incumbent is responsible for identifying and analyzing processes to improve operating efficiency and effectiveness within the division statewide.

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| <b>% of time performing duties</b> | 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. <i>(Use additional sheet if necessary)</i> |
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| 30% | <p><b>Essential Functions</b></p> <p>The Department of General Services' (DGS) Core Values and Employee Expectations are keys to the success of the Department's Mission. That mission is to "Deliver results by providing timely, cost-effective services and products that support our customers." DGS employees are to adhere to the Core Values and Employee Expectations, and to perform their duties in a way that exhibits and promotes those values and expectations.</p> <p>The incumbent shall promote and be accountable for customer satisfaction and quality service and will initiate or recommend changes that promote innovative solutions to meet customer needs.</p> <p>All duties are performed in accordance with Department of General Services (DGS) and Division of the State Architect policies, procedures and guidelines.</p> <p>In order to improve the efficiency of operations within and between the Headquarters Office and the regional offices, the incumbent will work to increase DSA's efficiency and help institutionalize standard processes that support accountability to its mandates and fiscal solvency:</p> <p>The incumbent will work to deliver services that support DSA's clients' needs, including effectively and efficiently measuring the volume, trends, and complexity of building projects submitted to DSA by K-12 schools and community college districts. Working within the above-mentioned regulations and guidelines:</p> <ul style="list-style-type: none"> <li>Gather, compile, edit, and interpret qualitative, quantitative, and technical data from a variety of sources.</li> </ul> |
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**SUPERVISOR'S STATEMENT: I HAVE DISCUSSED THE DUTIES OF THE POSITION WITH THE EMPLOYEE**

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| <b>SUPERVISOR'S NAME (Print)</b><br>Delcy Thut | <b>SUPERVISOR'S SIGNATURE</b> | <b>DATE</b> |
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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.

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|--------------------------------|-----------------------------|-------------|
| <b>EMPLOYEE'S NAME (Print)</b> | <b>EMPLOYEE'S SIGNATURE</b> | <b>DATE</b> |
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**DUTY STATEMENT** GS 907T (REV. 03/05)**RPA-11497-DSA**

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| 25%                         | <ul style="list-style-type: none"> <li>• Research, analyze, and compare internal directives, statutes, existing policy, and current processes and procedures.</li> <li>• Use a wide variety of data analysis techniques and tools, such as statistical sampling, multivariate statistical analysis, standard percentage comparisons, and graphical presentations, to plan, prepare, and execute research projects designed to streamline processes and improve efficiencies for division-wide programs.</li> <li>• Develop measurements for critical activities and translates the data into useable information.</li> <li>• Conduct complex comprehensive research studies, based upon established Division priorities, to identify workload trends and outline current practices, especially as they relate to the plan review and approval process, including timeliness of plan reviews, consistency of regulatory interpretations, technical accuracy of plan reviews, the effectiveness of communication between DSA and its clients, and the cost of time delays to school districts in the plan review and approval process.</li> <li>• Examine DSA's fee structures and methods of calculating and collecting fees to determine if the fees are adequate, reasonable, and in alignment with the actual costs of providing services, as well as current industry standards for providing comparable services.</li> <li>• Identify gaps where improvements are needed, and propose approaches, recommendations, and work plans to close the gaps and maximize the impact of the Division's services on California, while ensuring the organization's accountability and fiscal solvency.</li> <li>• Apply advanced spreadsheet and database skills to effectively manage and evaluate program data to produce charts, tables, graphs, and reports to be used for analytical research and decision making purposes.</li> <li>• Scrutinize data to identify anomalies, inconsistencies, and errors.</li> <li>• Audit data in the E-Tracker and ABMS databases for accuracy and consistency between the systems.</li> <li>• Strategically determines additional data and analyses needed to achieve performance targets.</li> <li>• Review performance metric reports, conduct independent analyses, interpret results, and independently develop solutions and make recommendations for improving operations.</li> <li>• Set benchmarks, identify performance goals, and develop and recommend timeframes for implementing program and operation improvements.</li> <li>• Retrieve, organize, verify, and analyze raw data from DSA's internal E-Tracker database, ABMS, and other computer systems to create statistical reports for DSA Executives, DGS Executives and the State and Consumer Services Agency (SCSA).</li> <li>• Research and independently prepare weekly, biweekly and monthly activity reports.</li> </ul> <p>In order to manage and maintain the DSA Box (cloud/secure content platform) environment, the incumbent will independently handle the most advanced co-administrative functions to ensure secure content management and collaboration for internal and external customers:</p> <ul style="list-style-type: none"> <li>• Perform advanced functions on the Administration console, controls all aspects of access, permissions and folder structure, and manage all users in the DSA Box.</li> <li>• Perform Help Desk functions for DSA staff and external clients on DSA Box issues.</li> <li>• Analyze DSA Box global reports, identify structure/data integrity issues, prepare regional reports, develop a plan with the regional offices to execute data integrity processes, and monitor data integrity issues until corrected.</li> <li>• Develop processes/procedures, training content and presentation materials related to changes/upgrades to DSA Box.</li> <li>• Manage the DSA Box email site.</li> </ul> |

**DUTY STATEMENT** GS 907T (REV. 03/05)**RPA-11497-DSA**

| % 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. <i>(Use additional sheet if necessary)</i>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
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| 25%                         | Acts as a key participant in Business Process Improvement (BPI) Projects relating to changes to DSA computer systems, applications, and business rules to enhance and deliver services supporting DSA's customers' (internal and external) needs. Project work includes researching and documenting current and proposed business requirements and processes, performing gap analysis, conducting stakeholder surveys, and developing processes, procedures, and training/presentation materials related to the changes/upgrades resulting from the BPI projects.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| 15%                         | In order to develop, continuously improve and facilitate understanding of performance metrics data used to analyze processes; participates with DSA Statewide Team Leads within the Regional Offices and Headquarters to evaluates business needs; create and recommend new metrics and statistical tools and reports to assist management in making decisions regarding operating efficiencies; provides                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| 5%                          | <p><b>MARGINAL FUNCTIONS</b></p> <p>In the absence of the SSM I, attend meetings and perform other duties as assigned.</p> <p><b>KNOWLEDGE AND ABILITIES</b></p> <p><b>Knowledge of:</b> 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.</p> <p><b>Ability to:</b> Reason logically and creatively and utilize a variety of analytical techniques to resolve complex governmental 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.</p> <p><b>DESIRABLE QUALIFICATIONS</b></p> <p><b>Special Personal Characteristics</b></p> <ul style="list-style-type: none"> <li>• Experience performing multiple tasks in an organized manner to meet deadlines.</li> <li>• Reliable and dependable as indicated by a good attendance record.</li> <li>• Experience providing lead direction to other staff members.</li> <li>• Working knowledge of ABMS and E-Tracker.</li> <li>• Proficient in the use of personal computers and related software, such as MS Word and Excel.</li> <li>• Ability to give formal presentations to staff at all levels.</li> <li>• Knowledge of research &amp; evaluation techniques.</li> <li>• Knowledge of effective training techniques, methods, materials, course design and equipment.</li> <li>• Knowledge of State laws and procedures relating to procurements and contracts</li> <li>• Willingness to travel as required.</li> </ul> <p><b>Interpersonal Skills</b></p> <ul style="list-style-type: none"> <li>• Ability to work independently and as a team leader.</li> <li>• Ability to work with customers and staff at all levels.</li> <li>• Ability to effectively handle stress and deadlines.</li> <li>• Ability to act independently, with open-mindedness, flexibility, and tact.</li> <li>• Ability to communicate effectively both written and verbal with individuals from varied experiences, perspectives and backgrounds.</li> <li>• Ability to analyze situations and problems and develop an effective course of action.</li> </ul> |

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|                             | <p><b>WORK ENVIRONMENT, PHYSICAL OR MENTAL ABILITIES REQUIRED TO PERFORM DUTIES:</b></p> <ul style="list-style-type: none"><li>• Dress appropriate for professional office and classroom environment.</li><li>• Set-up and operate audiovisual equipment and laptop computers.</li><li>• Ability to quickly analyze customer needs and provide rapid responses.</li><li>• Multi-task, meets or beat deadlines, and adjusts to changing priorities.</li><li>• Function effectively in an automated environment.</li><li>• Focus attention to detail, follow-through, and completed staff work.</li><li>• Excellent organizational skills.</li><li>• Effectively handle stress and deadlines in a fast-paced environment.</li><li>• Use fax, copiers, and general office equipment.</li><li>• Daily use of PC and related software applications at a workstation.</li></ul> |

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**DUTY STATEMENT** GS 907T (REV. 03/05)**RPA-11497-DSA**

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| 25%                         | Assist in Business Process Improvement (BPI) Projects relating to changes to DSA computer systems, applications, and business rules to enhance and deliver services supporting DSA's customers' (internal and external) needs. Project work includes researching and documenting current and proposed business requirements and processes, performing gap analysis, conducting stakeholder surveys, and developing processes, procedures, and training/presentation materials related to the changes/upgrades resulting from the BPI projects.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| 15%                         | In order to develop, continuously improve and facilitate understanding of performance metrics data used to analyze processes; participates with DSA Statewide Team Leads within the Regional Offices and Headquarters to evaluates business needs; create and recommend new metrics and statistical tools and reports to assist management in making decisions regarding operating efficiencies; provides                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| 5%                          | <p><b>MARGINAL FUNCTIONS</b></p> <p>Perform other duties as assigned.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
|                             | <p><b>KNOWLEDGE AND ABILITIES</b></p> <p><b>Knowledge of:</b> 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.</p> <p><b>Ability to:</b> 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; 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 the course of work.</p> <p><b>DESIRABLE QUALIFICATIONS</b></p> <p><b>Special Personal Characteristics</b></p> <ul style="list-style-type: none"> <li>• Experience performing multiple tasks in an organized manner to meet deadlines.</li> <li>• Reliable and dependable as indicated by a good attendance record.</li> <li>• Experience providing lead direction to other staff members.</li> <li>• Working knowledge of ABMS and E-Tracker.</li> <li>• Proficient in the use of personal computers and related software, such as MS Word and Excel.</li> <li>• Ability to give formal presentations to staff at all levels.</li> <li>• Knowledge of research &amp; evaluation techniques.</li> <li>• Knowledge of effective training techniques, methods, materials, course design and equipment.</li> <li>• Knowledge of State laws and procedures relating to procurements and contracts</li> <li>• Willingness to travel as required.</li> </ul> <p><b>Interpersonal Skills</b></p> <ul style="list-style-type: none"> <li>• Ability to work independently and as a team leader.</li> <li>• Ability to work with customers and staff at all levels.</li> <li>• Ability to effectively handle stress and deadlines.</li> <li>• Ability to act independently, with open-mindedness, flexibility, and tact.</li> <li>• Ability to communicate effectively both written and verbal with individuals from varied experiences, perspectives and backgrounds.</li> <li>• Ability to analyze situations and problems and develop an effective course of action.</li> </ul> |

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