

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-

11705-DSA

EFFECTIVE DATE:

DGS OFFICE OR CLIENT AGENCY Division of the State Architect	POSITION NUMBER (Agency - Unit - Class - Serial) 718-599-5742-xxx
UNIT NAME AND CITY LOCATED HQ Performance Metrics, Sacramento	CLASS TITLE Research Program Specialist I
WORKING DAYS AND WORKING HOURS Monday through Friday 8 a.m. to 5 p.m.	SPECIFIC LOCATION ASSIGNED TO 1102 Q Street, Suite 5100
PROPOSED INCUMBENT (If known)	CURRENT POSITION NUMBER (Agency - Unit - Class - Serial) 718-599-5393-722

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 general direction of the Staff Services Manager I in the Performance Metrics Unit of the Division of the State Architect (DSA), the incumbent is a subject matter expert who will independently develop and utilize research methodology and techniques in areas where practices are lacking and responsible for improving the efficiency of operations within and between the Headquarter Office and the Regional Offices.

% 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)

35%	<p>Essential Functions</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 increase DSA's efficiency and help institutionalize standard processes that support accountability to its mandates and fiscal solvency within the division statewide:</p> <ul style="list-style-type: none"> Develop, utilize, and apply original research methodology and techniques to quantity and qualify fiscal and program data, utilizing regulations and guidelines. Research, identify and analyze processes beyond journey level. Develop and research that requires the use of innovative, original, and/or creative development of complex data sources, utilizing various sources within and outside the Department.
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SUPERVISOR'S STATEMENT: I HAVE DISCUSSED THE DUTIES OF THE POSITION WITH THE EMPLOYEE

SUPERVISOR'S NAME (Print) Delcy Thut	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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35%	<ul style="list-style-type: none"> • Serve as project lead to develop quality improvement metrics, conduct quality control procedures, and generate data for performance measures and quality improvement reports. • Research and provides comprehensive information to support strategic decisions impacting the program. • Analyze Federal and State legislation and use qualitative and quantitative research methods to estimate potential impacts on DSA. <p>In order to ensure accurate statistical analysis and defensible research that support data driven decision making within DSA and with DSA stakeholders:</p> <ul style="list-style-type: none"> • Independently coordinates and performs complex data analysis using program data that work to deliver services that support DSA's clients' needs. • Effectively and efficiently measure the volume, trends, and complexity of the various types of building projects submitted to DSA. • Uses statistical techniques to assess data quality, identify questionable data, and areas that are in need of improvement. • Use databases, spreadsheets, and other applications to independently design, plan, organize, and conduct complicated quantitative and qualitative data research studies including regular and routine reports, and ad hoc request on various fiscal and program areas. • Recommend program strategies and policy changes based on defensible research. • Oversees and trains staff in the data collection, reporting and validation to ensure reliability, validity, comprehensiveness, and integrity of data, utilizing various resources.
15%	<p>In order to respond to questions and requests from all levels of government, provides accurate special projects (analytical/research) requiring critical investigation of a subject and complicated studies in a variety of areas:</p> <ul style="list-style-type: none"> • Develop comprehensive reports for, and coordinates and develops studies on special projects as necessary to respond to inquiries from DGS, DSA executive management, Government Operations, Agency, DOF, LAO, Senate Subcommittees, and others. • Independently manages and conducts special analytical/research projects to produce reports and narratives of findings, recommendations and strategies that effectively and efficiently convey the data results for fiscal and program use, and communicate study results in a manner that is accessible to the intended audience. • Conducts research on best practices in areas such as change management, technical support and leads team of analysts to institutionalize identified practices in a formal manner.
10%	<p>In order to meet program goals and objectives of DSA activities, acts as a consultant to provide information, guidance, and strategy to DSA management on all program and fiscal management matters:</p> <ul style="list-style-type: none"> • Acts as consultant to high-level department executives and administrators in researching and gathering source data and determining impact, and in compiling, editing, defending, and reporting methodology and fiscal/program impact. • Interprets complicated technical data to decipher statistical findings and quantitative data for use in documents, reports, and decision making. • Consults with and provides expert advice to and acts as subject matter expert and/or trainer on databases, reporting systems, and analytics. • Provide consultation to department, management and division staff regarding the fiscal and program impact of new or pending legislation, regulations, and policy changes.

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5%	<p>MARGINAL FUNCTIONS</p> <p>In the absence of the SSM I, attend meetings, may direct a small staff on a periodic basis and perform other duties as assigned.</p> <p>KNOWLEDGE AND ABILITIES</p> <p>Knowledge of: Research methods and techniques; application of computerized models to research data; statistical and other methods used in the analysis and projection of data; survey methods and analytical techniques; operations research methods.</p> <p>Ability to: Communicate effectively to individuals and groups related to the area of research; analyze and make recommendations; plan and carry out research projects; prepare and present technical reports; establish and maintain cooperative relationships with others.</p> <p>DESIRABLE QUALIFICATIONS</p> <p>Special Personal Characteristics</p> <ul style="list-style-type: none"> • Experience performing multiple tasks in an organized manner to meet deadlines. • Reliable and dependable as indicated by a good attendance record. • Experience providing lead direction to other staff members. • Working knowledge of ABMS and E-Tracker. • Proficient in the use of personal computers and related software, such as MS Word and Excel. • Knowledge of research methods and analytical techniques. • Knowledge of quantitative and qualitative analysis skills sufficient to perform the duties described. • Knowledge of computer programs using statistical analysis, spreadsheet, database and presentation graphic. • Knowledge of effective training techniques, methods, materials, course design and equipment technical research experience above trainee level. <p>Interpersonal Skills</p> <ul style="list-style-type: none"> • Ability to work independently, in a team and as a team leader. • Ability to give formal presentation to staff at all levels. • Ability to effectively handle stress and deadlines. • Ability to act independently, with open-mindedness, flexibility and tact. • Ability to communicate effectively both written and verbal and establish and maintain cooperative working relationships with individuals and groups at all levels. • Ability to analyze and make recommendations. • Ability to plan and carry out research projects. • Ability to prepare and present technical reports. • Ability to produce completed staff work beyond journey level. • Writing skills sufficient to compose clear and concise communication materials and reports summarizing findings/results. • Oral communication skills sufficient to present reports and research data, and/or lead discussions. <p>WORK ENVIRONMENT, PHYSICAL OR MENTAL ABILITIES REQUIRED TO PERFORM</p>

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	<p>DUTIES:</p> <ul style="list-style-type: none">• Time-critical assignments are part of the typical workload.• Dress appropriate for professional office and classroom environment.• Set-up and operate audiovisual equipment and laptop computers.• Ability to quickly analyze customer needs and provide rapid responses.• Multi-task, meets or exceeds deadlines in a fast-paced environment, and adjusts to changing priorities.• Excellent organizational skills.• Daily use of PC and related software applications at a workstation.