

**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 11451 OAH

EFFECTIVE DATE:

DGS OFFICE OR CLIENT AGENCY Office of Administrative Hearings	POSITION NUMBER (Agency - Unit - Class - Serial)
UNIT NAME AND CITY LOCATED General Jurisdiction – San Diego	CLASS TITLE Staff Services Analyst
WORKING DAYS AND WORKING HOURS Monday – Friday, 8:00am to 5:00pm	SPECIFIC LOCATION ASSIGNED TO 1350 Front Street, San Diego
PROPOSED INCUMBENT (If known)	CURRENT POSITION NUMBER (Agency - Unit - Class - Serial) 306-659-5157-013

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 supervision of the Staff Services Manager I, the Staff Services Analyst (SSA) works independently and performs the full range of SSA work for Presiding Administrative Law Judges (PALJs) and Administrative Law Judges (ALJs). The work requires extensive knowledge of the administrative adjudicatory process, applicable state statutes and regulations, and legal procedures and practices related to administrative hearings.

% 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)
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**This position is designated under the Conflict of Interest Code. The position is responsible for making, or participating in the making of governmental decisions that may potentially have a material effect on personal financial interests. The appointee is required to complete form 700 within 30 days of appointment. Failure to comply with the Conflict of Interest Code requirements may void the appointment.**

*The Department of General Services' (GDS) Core Values and Employee Expectations are key 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.*

All work to be accomplished in accordance with DGS-PD policies, with the State Administrative Manual, State Information Management Manual (SIMM), State Contracting Manual, Public Contract Code, Government Code and Regulations, Management Memos, Executive Orders, etc.

**ESSENTIAL FUNCTIONS**

In accordance with the California Administrative Procedure Act (APA), state and agency statutes and regulations, departmental guidelines, and standard procedures governing administrative adjudicatory matters for OAH, the SSA performs the full range of duties described below.

The incumbent is experienced in, has mastered, and utilizes the OAH Practice Manager system (PM), Outlook, Nuance PDF Converter Professional, Faxination, Microsoft Word and other related applications to independently manage the most extensive, complex cases with minimal supervision.

Examples of cases the incumbent manages, in addition to those of the Senior Legal Typist and Office Technician include, but are not limited to, proceedings that require four or more days of hearing, infrequent matters that come before OAH, and consolidated cases that involve multiple parties and multiple issues of law.

**SUPERVISOR'S STATEMENT: I HAVE DISCUSSED THE DUTIES OF THE POSITION WITH THE EMPLOYEE**

SUPERVISOR'S NAME (Print) Christina Borrego	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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30%	<p><b>ESSENTIAL FUNCTIONS (Continued)</b></p> <p>In order to maintain Proposed Decisions/Decisions and legal documents on the most extensive, complex cases, the incumbent:</p> <ul style="list-style-type: none"> <li>• Prepares proposed decisions/decisions by formatting documents utilizing the <i>California Style Manual</i> and OAH decision format policies.</li> <li>• Proofreads proposed decisions/decisions and orders for proper spelling, grammar, and legal terminology.</li> <li>• Consults with ALJs and PALJs regarding corrections to proposed decisions/decisions and makes recommendations on changes.</li> <li>• Uploads completed decisions into a decision bank and into PM and closes case files in PM following standard OAH procedures.</li> <li>• Prepares file to be sent to the appropriate department for action to be taken on a proposed decision/decision. Ensures extraneous information not relevant to the decision is removed from the file. Ensures all documents are in order and that exhibit list and exhibits are included in the file pursuant to standard OAH procedures.</li> </ul>
20%	<p>In order to open and schedule cases for hearing, the incumbent:</p> <ul style="list-style-type: none"> <li>• Analyzes requests to set filings for accuracy and pertinent information, distinguishes different types of pleadings submitted, and determines the proper statutory timelines according to matter type.</li> <li>• Conducts legal research and consults with the Presiding Administrative Law Judge (PALJ) in order to determine the appropriate action to take on the most complex, sensitive, and/or rare matters.</li> <li>• Prepares electronic and/or physical case files by ensuring cases are properly opened in PM and scheduled according to statutory, regulatory and office performance requirements for the specific type of matter, length of hearing and geographic location.</li> <li>• Uploads and enters information regarding parties, agencies and other case related information into PM for over 1,500 state and local agencies.</li> <li>• Processes agency payments submitted to OAH with filings of initial case documents.</li> <li>• Assists regional office PALJs by independently assigning calendar events to ALJs statewide, taking into consideration workload, availability, potential conflicts, geographic location, matter type and other applicable factors.</li> <li>• Schedules settlement conferences, prehearing conferences, trial setting conferences, and motions.</li> <li>• Notices parties of dates of hearing, settlement conferences, prehearing conferences, trial setting conferences, and motions, according to OAH procedure and applicable law.</li> <li>• Monitors case timelines and provides oversight for calendars.</li> </ul>
20%	<p>In order to process the most complex motions, orders, and other legal documents, and to perform general case management, the incumbent:</p> <ul style="list-style-type: none"> <li>• Monitors incoming emails, faxes and U.S. mail pertaining to matters and reviews them by date stamping, determining if action or no action is to be taken, and processes documents within statutory, regulatory and office performance timelines. Uploads all incoming case related documents into PM following OAH's Electronic Naming Guidelines in order to maintain a complete and accurate electronic case file.</li> <li>• Prioritizes urgent matters and makes certain they are handled promptly by the proper person.</li> <li>• Reviews incoming documents for confidential information, independently determining to redact certain information or to password protect the document.</li> <li>• Distinguishes between types of legal documents filed and takes appropriate action.</li> <li>• Sends subpoenas, OAH forms and other documents by email, fax, or U.S. mail in response to requests from the public.</li> <li>• Processes incoming transcript and administrative record requests and makes certain the appropriate staff receives notification that a request has been received.</li> <li>• Act as liaison with pro tempore administrative law judges.</li> <li>• Processes motions from parties by uploading the request into PM, determining proper action to take, and assists PALJs in drafting orders for ALJs' and PALJs' signatures in response to the motions.</li> <li>• Prepares and serves orders following OAH procedures, statutes, regulations and agency guidelines.</li> <li>• Comprehends orders prepared by PALJ and assigned ALJs and takes appropriate action.</li> <li>• Makes up-to-date changes to master calendar according to current orders.</li> </ul>

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10%	<p>In order to coordinate and schedule hearing services, and respond to inquiries relating to the most extensive and complex cases:</p> <ul style="list-style-type: none"> <li>• Recognizes requests for accommodation under the ADA, requests for security or other similar requests. Takes appropriate action to secure accommodations, security or other similar requests, taking care not to disclose confidential information.</li> <li>• Coordinates and assists OAH's contracted service provider in scheduling court reporter and interpreter services when requested by parties.</li> <li>• Determines if requests for information regarding matters before OAH made in writing, by telephone or in person fall under the Public Records Act and assists staff counsel with responses to requests for information about General Jurisdiction matters submitted pursuant to the Public Records Act.</li> <li>• Reviews and analyzes the nature of oral or written inquiries from the public, attorneys, attorney staff, departments and entities, and responds to inquiries regarding OAH's processes. Uses discretion in responses to avoid providing legal advice and to maintain confidentiality of information in case files. Uses discretion in fielding calls from the media and prevents inappropriate ex parte communications with the ALJs.</li> <li>• Ensures that all interested parties including ALJs, attorneys, court reporters and interpreters, as well as California Highway Patrol if security was requested, are notified by telephone, email or fax when cases are continued or taken off calendar.</li> </ul>
10%	<p>In order to assist the PALJ and management in training, process creation, and process improvement:</p> <ul style="list-style-type: none"> <li>• Reviews OAH's policies and procedures and consults with the PALJ to ensure that OAH's policies and procedures are aligned with applicable laws. Updates OAH's policies and procedures as necessary.</li> <li>• Assists in the development of the training program for Office Technicians and Senior Legal Typists.</li> <li>• Trains and assists Office Technicians and Senior Legal Typists in their duties, training them in the case management of various matters, distinguishing between types of legal documents, motions, drafting orders, and issuing decisions.</li> <li>• As new types of matters come before OAH, works as part of the team to create new processes and procedures and implements them. Answers questions from new agencies and private parties regarding new OAH processes and procedures.</li> </ul>
5%	<p>In order to close cases when needed:</p> <ul style="list-style-type: none"> <li>• Analyzes settlement agreements and similar legal documents, determining if the document is sufficient enough to close the matter.</li> <li>• Informs all parties, assigned ALJ, PALJ, and contracted hearing services providers of case closure.</li> <li>• Before closing matter in PM, reviews accuracy of case file to ensure the matter is in order for possible future administrative record requests.</li> </ul>
5%	<p><b>MARGINAL FUNCTIONS</b></p> <p>In order to serve as backup to receptionist on an as needed basis:</p> <ul style="list-style-type: none"> <li>• Greets and directs visitors providing information and assistance.</li> <li>• Answers and screens telephone calls, takes messages and refers to appropriate staff. Exercises discretion in directing calls and determines whether calls should be directed to a PALJ or another support staff member.</li> <li>• Answers questions from attorneys, agencies, parties and the general public on many topics by telephone, email, or at the public counter, being careful not to provide legal advice or disclose confidential information.</li> <li>• Opens, sorts, date stamps and distributes incoming mail and prepares outgoing mail for pickup. Prepares outgoing mail and determines whether mail is to be sent by overnight mail.</li> <li>• Undertakes tasks related to office opening and closing such as, unlocking/locking doors to office and hearing rooms, turning on lights and assuring the hearing rooms have adequate supplies for the day.</li> </ul>

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	<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> <ul style="list-style-type: none"> <li>• Extensive understanding of the administrative adjudicatory process, as well as state statutes and regulations governing hearings before OAH.</li> <li>• Ability to communicate in a clear, concise manner.</li> <li>• Ability to handle confidential information with tact, diplomacy, discretion and good judgment.</li> <li>• Knowledge of, and proficiency in, the Microsoft Office Suite which includes Word, Excel and Outlook.</li> <li>• Ability to operate various office machines and software applications.</li> <li>• Flexibility and ability to organize, set priorities and handle changing assignments.</li> <li>• Ability to prepare correspondence independently utilizing a wide knowledge of vocabulary, grammar and spelling.</li> <li>• Ability to understand and carry out directions following a minimum of explanation.</li> <li>• Ability to proof read.</li> </ul>