

**DUTY STATEMENT**

GS 907T (REV. 05/03)

**SHADED AREA FOR HUMAN RESOURCES ONLY**

**INSTRUCTIONS:** Refer to the Essential Functions Duty Statement Manual for instructions on how to complete the Duty Statement.

RPA-  
**OAH-12179**

EFFECTIVE DATE:

1. <b>DGS OFFICE OR CLIENT AGENCY</b> Office of Administrative Hearings	POSITION NUMBER (Agency - Unit - Class - Serial) 306-657-5157-011
2. <b>UNIT NAME AND CITY LOCATED</b> Administration Division, Sacramento	3. <b>CLASS TITLE</b> Staff Services Analyst
4. <b>WORKING HOURS/SCHEDULE TO BE WORKED</b> Monday through Friday, 8:00 a.m. to 5:00 p.m.	5. <b>SPECIFIC LOCATION ASSIGNED TO</b> 2349 Gateway Oaks Drive, Suite 200
6. <b>PROPOSED INCUMBENT (If known)</b>	7. <b>CURRENT POSITION NUMBER (Agency - Unit - Class - Serial)</b> 306-657-5157-011

The Department of General Services' (DGS) and Office of Administrative Hearings' (OAH) Core Values and Employee Expectations are key to the success of OAH's Mission. That mission is to "provide a neutral forum for fair and independent resolution of administrative matters, ensuring due process and respecting the dignity of all." DGS/OAH employees are to adhere to OAH's Core Values and Employee Expectations, and to perform their duties in a way that exhibits and promotes those values and expectations.

**8. 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 will be part of the Administrative Division for the Office of Administrative Hearings (OAH), and will be responsible for performing personnel liaison, human resources, and emergency coordinator duties for all of OAH's offices. In addition, the incumbent will prepare reports and perform projects as assigned by the Director or Deputy Director, consistent with the core values of DGS and OAH.

9. Percentage of time performing duties	10. 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>
30%	<p>All work is accomplished in accordance with the laws, rules, regulations and/or guidelines of the Americans with Disabilities Act (ADA); Civil Code; California Rules of Court; Title 2 of the California Code of Regulations, section 1032, and the Administrative Procedure Act (APA) and case law, as well as California Department of Human Resources (CalHR), State Personnel Board (SPB), Department of Finance (DOF), State Controller's Office (SCO), Federal and State laws (i.e., Family Medical Leave Act, etc.), Bargaining Unit Agreements, the Public Employees Retirement System, CalOSHA, and other rules, regulations and/or guidelines applicable to DGS and OAH.</p> <p>This position is designated under the Conflict of Interest Code and 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.</p> <p>The incumbent works independently and acts as a member of OAH's HR team as one of two Personnel Liaisons working closely with OAH staff in the Northern California and/or Southern California regions. There are currently 87.8 authorized positions with OAH in the Northern California region and 88 authorized positions in the Southern California region. A minimal amount of overnight travel may be required.</p> <p><b>ESSENTIAL FUNCTIONS</b></p> <p>In order to facilitate the hiring process in coordination with the Director, Deputy Director, Presiding Administrative Law Judges (PALJ), Staff Services Managers (SSM), and Legal Support Supervisors (LSS), and using the guidelines listed above, the incumbent:</p> <ul style="list-style-type: none"> <li>• With direct input and guidance from the SSM, develops internal OAH procedures about human resources processes, such as recruitment, interviewing, and on-boarding of new staff following the POM and all DGS policies including, but not limited to, an overview of OAH internal processes.</li> <li>• Evaluates recruitment and selection alternatives and makes recommendations to management and staff by being informed on current policies and regulations and by consulting with the SSM, OAH management and the DGS Office of Human Resources (OHR) as needed. Uses independent</li> </ul>

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

SUPERVISOR'S NAME (Print) Cheryl Hill	SUPERVISOR'S SIGNATURE	DATE
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**12. 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 to balance the workload.

EMPLOYEE'S NAME (Print)	EMPLOYEE'S SIGNATURE	DATE
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25%	<p>judgment in interpreting rules and guidelines provided by OHR and CalHR and provides management with an analysis of the effects upon OAH.</p> <ul style="list-style-type: none"> <li>• Works with managerial and supervisory staff on the development of Essential Functions Duty Statements (EFDS) to ensure consistency throughout OAH. Interprets the specified duties and actions required to accomplish assigned tasks in order to ensure compliance with CalHR class specifications before they are submitted to OHR for review and approval. Identifies differences for similar positions and develops appropriate statements reflecting those differences.</li> <li>• Follows up annually with supervisory staff to ensure that all duty statements are reviewed and updated as necessary.</li> <li>• Researches, develops data and prepares personnel documents as needed (e.g., Request for Personnel Action (RPA), Job Control Report (JCR), and other personnel documents.).</li> <li>• Reviews the requested personnel action for accurate position number, appropriate classification and allocation within the organizational structure. Uses the SPB Job Specifications, verifies position history and ensures proper placement on the organization charts.</li> <li>• Consults with OHR and researches recruitment alternatives/restrictions, including using alternative classifications, as well as other issues regarding SROA/Surplus lists and difficult to recruit classifications and locations. Uses CalHR's website, the Personnel Operations Manual (POM), and other online information to ensure compliance with all State rules and regulations. Recommends best option to OAH management.</li> <li>• Advises and works closely with the hiring manager to develop justifications for RPAs by gathering relevant information, reviewing classification specifications, and consulting the POM.</li> <li>• Collects employment applications and verifies eligibility with OHR's Classification and Pay (C&amp;P) analyst and/or staff in the OHR Exams unit. Ensures completeness of package in accordance with JOB requirements. Works closely with the hiring manager to develop rating criteria to assist in the selection of qualified candidates for interviewing. Ensures that SROA and Reemployment candidates are provided with appropriate priority status and considerations.</li> <li>• Participates in the hiring process by screening applications, serving on interview panels, and reviewing personnel files for employee information, adverse actions, employment history and leave balances as requested. Writes analysis of relevant information revealed within the files and submits to hiring manager for review and action.</li> <li>• Under direction from the SSM and by reviewing core competencies, develops essential criteria, interview questions, exercises, and rating scales to arrive at a uniform comparison of the candidates. Proctors the interview process as it relates to individual written exercises and/or presentations.</li> <li>• Initiates completion of appointment and separation documents.</li> <li>• Coordinates the development of the annual exam plan with OAH management in conjunction with the Department's selection unit to identify OAH's exam needs for each fiscal year. Continues to analyze OAH's exam needs on an ongoing basis by studying current and projected vacancies, recruitment issues, lists and appointment expiration dates in accordance with the listed guidelines.</li> </ul> <p>In order to ensure the safety and welfare of OAH employees and visitors to OAH facilities:</p> <ul style="list-style-type: none"> <li>• Provides advice, guidance and support to OAH Management and regional offices on safety issues.</li> <li>• Develops office policies and procedures for management review and implementation in dealing with these issues. Ensures that all staff are aware, trained, and ready to respond appropriately to a safety concern.</li> <li>• Researches CalOSHA statutes and regulations, ensuring OAH's compliance in all facilities statewide. Corrects any non-compliance issues.</li> <li>• Serves as OAH's Emergency Coordinator and develops written operational procedures for emergency operations in all OAH offices statewide.</li> <li>• With direction from the SSM develops and maintains OAH's Emergency Operations Plan statewide. Ensures that all offices have an updated Emergency Guideline book with current information.</li> <li>• Conducts research and analysis to ensure that OAH has appropriate emergency measures in place in the event of an emergency situation.</li> <li>• Ensures that all necessary safety equipment within the regional offices is functional. Researches equipment purchases as needed. Analyzes available options and presents alternatives along with recommended purchase information to decision makers.</li> <li>• Coordinates emergency and safety drills. Works closely with volunteer emergency team to develop training for all staff on emergency evacuation procedures.</li> </ul>

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15%	<ul style="list-style-type: none"> <li>• Acts as OAH's logistics or Planning and Intelligence member of the DGS Emergency Operations Center (EOC) team.</li> <li>• Develops and maintains a current Continuity of Operations/Continuity of Government (COOP/COG) plan for OAH with review and oversight by the SSM and other management staff.</li> <li>• Records, compiles, and analyzes OAH's accident and injury statistics and develops OAH's injury and Illness Prevention Plan (IIPP).</li> </ul> <p>In order to ensure that management and supervisory staff are provided current information that will assist in their planning efforts for strategic planning, budgetary needs, and personnel actions, the incumbent:</p> <ul style="list-style-type: none"> <li>• Uses information from OAH's case database, Practice Manager, ABMS, the Project Accounting and Leave System (PAL), and other resources to develop personnel reports on a wide variety of issues; i.e., leave balance accumulation and reduction of balances, growth projections and effects upon staffing, and efficiencies of telework programs.</li> <li>• Prepares vacancy reports and identifies current vacancies by office/unit.</li> <li>• Responds to complex questions from management, supervisors, and staff in response to human resources related policy and procedure changes by reviewing and evaluating how the changes will impact OAH staff and implementing changes as needed.</li> <li>• Maintains accurate position control, verifies position activity is completed timely and accurately, and in accordance with DOF provisions so that positions are not lost due to errors. Reconciles the SCO alpha listing with ABMS position reports and OAH organizational charts. Resolves discrepancies with the DGS Office of Fiscal Services and OHR position control staff.</li> <li>• Using Visio software, prepares updated OAH organizational charts monthly and submits to OHR C&amp;P analyst as required.</li> <li>• Represents OAH in meetings with OHR on personnel issues and provides recommendations to the Director on those issues.</li> </ul>
10%	<p>In order to assist management and staff in resolving all complex personnel issues, with direction and review by the SSM, and referring to the guidelines listed above, the incumbent:</p> <ul style="list-style-type: none"> <li>• Advises managers and supervisors concerning employee performance appraisal and probationary report due dates and follows for completion.</li> <li>• Consults with appropriate OHR staff for direction on personnel, medical and safety related issues (e.g., Workers Compensation, Reasonable Accommodation, Family Medical Leave Act (FMLA) eligibility, etc.) by discussing the relevant issues and researching information provided by OHR. Reports information back to OAH management team and supervisory staff along with recommended course of action.</li> <li>• Assists OAH staff by providing detailed responses to their questions regarding benefits, open enrollment, temporary light duty assignments and reports from their doctors, initial disability claims, FMLA, reasonable accommodation, Alternate Work Week Schedules (AWWS), and initial catastrophic leave requests. Performs necessary research and requests guidance from SSM and OHR staff as needed to ensure staff are given accurate and complete information.</li> <li>• Researches and responds to employee pay and salary questions. Uses independent knowledge of manuals, guides, regulations, and directives to understand and analyze information before providing employees with responses and/or recommendations.</li> </ul>
5%	<p>In order to ensure the working conditions of OAH employees provide for a healthy environment:</p> <ul style="list-style-type: none"> <li>• Conducts ergonomic evaluations of employee workstations in response to employee, supervisor, doctor, and reasonable accommodation requests. Actively looks for areas where improvements can be made to equipment and work stations to ensure the employee's well-being.</li> <li>• Acts as statewide chairperson of OAH's ergonomic team. Coordinates and facilitates team meetings and develops agendas. Assigns tasks to team members to address ergonomic needs and issues brought before the team.</li> <li>• Researches available options and recommends solutions to management for equipment purchases and appropriate action to be taken to ensure the ergonomic health and safety of OAH's employees while at their workstations.</li> </ul>
5%	<p>In order to ensure accurate time-keeping records for assigned regional OAH employees, following bargaining unit provisions and applicable CalHR, OHR, and SPB rules and regulations, and utilizing Outlook, ABMS, and PAL, the incumbent:</p> <ul style="list-style-type: none"> <li>• Requests PAL Status and Total Time Worked Reports to monitor and track timely submission and approval of PAL timesheets by OAH employees and their supervisors.</li> <li>• Enters and/or corrects employee's PAL time as requested by the supervisor and/or OHR.</li> </ul>

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5%	<ul style="list-style-type: none"> <li>• Records employee time in PAL as required by Industrial Disability Leave (IDL), various short-term disability leaves, formal leaves of absence, FMLA and Long Term Disability programs.</li> <li>• Instructs employees on accurate entry of AWWs to correctly record hours as per approved Alternate Work Week calendars.</li> <li>• Requests PAL time sheet reports to verify days/hours in question as a result of OHR PAL leave audits.</li> <li>• Assists OAH employees in identifying discrepancies in audits and resolving time differences to determine accurate leave balances.</li> <li>• Prepares quarterly report for management of employee leave balances to ensure that accrued balances remain within allowable limits.</li> <li>• Assists OAH employees with establishing appropriate aliases to ensure accurate time-keeping records for budgetary purposes.</li> </ul> <p>In order to establish a secure working environment for all of OAH's employees, the incumbent:</p> <ul style="list-style-type: none"> <li>• Participates as a member of OAH's Security Team. Works closely with team members to address security needs brought before the team and follows up with team members on assigned tasks to ensure timely completion of projects.</li> <li>• Communicates with vendors and personnel who are able to provide specific security training to OAH staff. Organizes training sessions and works closely with instructors to ensure that curriculum meets OAH's unique needs. Consults with security team chairman, team members, OAH management and the SSM to develop in-house training curriculum to address internal security issues and procedures and presents the materials at statewide trainings.</li> <li>• Researches and analyzes areas for improvements to OAH's security systems and makes recommendations to management for implementation.</li> <li>• Addresses security threats, advising Sacramento office personnel and implementing appropriate security measures.</li> </ul>
5%	<p><b>MARGINAL FUNCTIONS</b></p> <ul style="list-style-type: none"> <li>• Attends various meetings with OAH management to inform and stay informed of issues by verbally participating and providing HR expertise at the direction of the SSM. Represents OAH at Personnel Advisory Communications Team (PACT) meetings to ensure that OAH is fully apprised of important actions and information distributed by DGS. Meets regularly with DGS HR representatives and other OAH HR staff to review OAH's current HR needs and issues. Reports back to management on items discussed and their impact on OAH.</li> <li>• Coordinates and collects data for the annual Bilingual survey.</li> <li>• Acts as backup to the other Personnel Liaison fulfilling all of their duties when they are away.</li> <li>• Maintains currency of Confidentiality of Home Address forms with the Department of Motor Vehicles (DMV) and ensures changes are submitted as required.</li> <li>• Monitors the "Employer Pull Notice" program with DMV, receiving individual drivers' records and evaluates them for safety or other violations. Prepares driving restriction notices to employees for review and signature by the SSMI as required.</li> <li>• Annually verifies that Authorization to Use Private Vehicle forms are updated as required.</li> <li>• Ensures that required employees complete Statement of Economic Interests (Form 700), reviews forms, and determines if listed disclosures preclude the employee from serving in their current position.</li> </ul> <p><b>KNOWLEDGE, SKILLS AND ABILITIES</b></p> <p><i>Knowledge of:</i> 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><i>Ability to:</i> 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>

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	<p><b>DESIRABLE QUALIFICATIONS</b></p> <ul style="list-style-type: none"> <li>• Demonstrated experience in writing duty statements, personnel policies, procedures, reports and other general correspondence.</li> <li>• Demonstrated ability to interpret laws and regulations.</li> <li>• Ability to work independently and take initiative to improve/create processes and systems.</li> <li>• Skilled in program/project management in a team environment.</li> <li>• Ability to use good judgment and take effective, proactive action.</li> <li>• Excellent analytical and problem solving skills.</li> <li>• Excellent written and verbal communication skills.</li> <li>• Excellent organization and research skills with attention to detail.</li> <li>• Ability to work well with changing assignments and priorities.</li> <li>• Effective skills in using Microsoft Office Computer Software applications, i.e. Word, Excel Power Point and Outlook.</li> </ul> <p><b>SPECIAL PERSONAL CHARACTERISTICS</b></p> <ul style="list-style-type: none"> <li>• Demonstrated ability to act independently, open-mindedness, flexibility and tact.</li> <li>• Demonstrated ability to maintain confidentiality of sensitive personnel matters.</li> <li>• Demonstrated ability to recognize and appropriately advise managers on potentially sensitive issues.</li> <li>• Dependability and excellent attendance record.</li> <li>• Dependable, punctual, well organized and detail oriented.</li> <li>• Mature judgment, poise, tact and discretion.</li> <li>• Ability to work and communicate confidently and courteously with a diverse group of people and personality types.</li> <li>• Ability to work well with a team or independently.</li> <li>• Demonstrated interest in assuming increasing responsibility.</li> </ul> <p><b>ADDITIONAL QUALIFICATIONS</b></p> <ul style="list-style-type: none"> <li>• Familiarity and sensitivity to the priorities, missions and goals of the Administration, DGS and OAH.</li> <li>• Knowledge of Microsoft Office application Visio and ABMS.</li> </ul> <p><b>WORK ENVIRONMENT, PHYSICAL OR MENTAL ABILITIES</b></p> <ul style="list-style-type: none"> <li>▪ Office environment, business dress according to office policy.</li> <li>▪ Requires ability to effectively handle stress and deadlines in a fast-paced work environment.</li> <li>▪ Daily use of personal computer and related software applications at a workstation.</li> </ul>