STATE OF CALIFORNIA STANDARD DEPARTMENT OF GENERAL SERVICES

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- **11292-PROC**	EFFECTIVE DATE:

DGS OFFICE OR CLIENT AGENCY Procurement Division	POSITION NUMBER (Agency - Unit - Class - Serial) 306-496-5393-XXX
UNIT NAME AND CITY LOCATED Office of Small Business & DVBE Services - West Sacramento	CLASS TITLE Associate Governmental Program Analyst (AGPA)
WORKING DAYS AND WORKING HOURS Monday through Friday 8:00 a.m. to 5:00 p.m.	SPECIFIC LOCATION ASSIGNED TO 707 3rd Street, West Sacramento, CA 95605
PROPOSED INCUMBENT (If known)	CURRENT POSITION NUMBER (Agency - Unit - Class - Serial) 306-496-5493-001

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, the AGPA performs the most complex analytical and consultative duties pertinent to Small Business and Disabled Veteran Business Enterprise (SB/DVBE) certification program; conducts a comprehensive review and analysis of certification applications and relevant supporting documents such as tax returns, employee forms, legal documents, contracts, etc; develops and maintains the SB/DVBE certification programs by providing innovative solutions in the application of policies and regulations; promotes, supports, and provides excellent customer service.

% 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)*
	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' (DGS) 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 is to be accomplished in accordance with the laws, rules, regulation, and/or guidelines of the Department of General Services (DGS). The incumbent will ensure the State's purchasing operations are in compliance with State and Federal laws relating to procurement and contracts, Public Contract Code (PCC), State Administrative Manual (SAM), Government Code, Management Memos, and Executive orders, small business (SB) certification policies and guidelines, Government Code (GC) Sections 14835-14843, Military and Veterans Code (MVC) Sections 999-999.13 and 999.50 et seq., and California Code of Regulations (CCR), Title 2, Section 1896 et seq, Office of Small, Disabled Services (OSDS) certification policies and procedures, California Public Contract Code Sections 10115 et seq. and SB/DVBE certification policies and guidelines.

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

SUPERVISOR'S NAME (Print)	SUPERVISOR'S SIGNATURE	DATE
Demeshia Swanson, SSMI		

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

% 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)*
	ESSENTIAL FUNCTIONS
35%	In order to facilitate SB and DVBE participation in state contracting and determine SB and /or DVBE certification eligibility, the incumbent will: • Independently review the more complex certification applications and any support documentation for completeness and determines whether certification compliance and eligibility requirements are met by new applicants and/or existing certified firms. • Analyze tax returns, employee forms, and other business documentation to validate an applicant's Small Business and/or DVBE certification eligibility • Conduct structured audits in accordance with OSDS policy and procedures to determine a certified firm's eligibility compliance. • Perform technical and detailed review of elevated complaints and appeals of certification decisions and prepare responses. • Identify areas of potential certification program abuse and in collaboration with PD OSDS, and/or Executive management and Legal staff to enforce appropriate regulatory sanctions and penalties against the applicant. • Participate in the policy and procedural development process by providing recommendations to management on a broad range of program-related problems.
25%	In order to administer the certification process and to maintain an accurate account of an applicant's certification history, create and modify electronic records in the OSDS database, the incumbent will: • Import complex business and eligibility data as analyzed and obtained from a certification application and all supporting documentation. • Gather and analyze small business computational data relative to the firm's size (annual receipts and number of employees for the applicant and any affiliates). • Generate complex DVBE data reports relative to the firm's structure and operations. • Prepare notification to an applicant regarding their certification status and/or to obtain additional information needed to complete a new certification or to bring an existing certification into compliance.
20%	In order to effectively promote the State's certification programs and related government services and resources to internal and external customers, the incumbent will: • Evaluate certification information for eligibility, compliance and program abuse by utilizing Government Code, California Code of Regulations, Public Contract Code, Military and Veterans Code and the Public Records Act. • Assess and evaluate information from multiple sources, distinguish between the multiple structures of business, ownership types, tax returns, and additional documentation needed to form a viable business in the state of California, then disseminate this information in simple and concise formats. • Provide customers with relevant certification and related information, including publications and Internet resources, and give navigational assistance of the OSDS' website and other related websites, including the electronic certification application. • Provide expert level consultative services to customers about various local, state and federal SB and/or DVBE program resources and related information, including business assistance and business opportunities.

DUTY STATEMENT

% 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)*
20%	**MARGINAL FUNCTIONS** • In order to support ongoing program development and process improvement, perform the more complex special projects as requested by managers/supervisors (i.e., research information on specific topics, perform statistical data analysis, develop issue papers, conduct surveys and participate in policy and procedural development processes, etc.) • Represent the OSDS at various SB/DVBE-related meetings and events, including with high-level officials, as requested by management to explain, present and/or discuss SB and/or DVBE Certification Program related topics. • Act as a lead person and assist the supervisor in providing training and instructional guidance when required. **KNOWLEDGE AND ABILITIES** **Knowledge of**: 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. **Ability to**: 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 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. **DESIRABLE QUALIFICATIONS** • Familiarity with the State's Small Business and/or DVBE programs, procurement and/or contracting process, business management and/or case management. • Has computer efficiency and experience with the Microsoft® Office Suite applications, database application(s), and Internet navigation. **SPECIAL PERSONAL CHARACTERISTICS** • Ability to effectively handle stress and deadlines. • Dependable; responsible; positive attitude; punctual. • Ability to provide objective overview of situations. • Willingness to accept challenges, handle multiple projects simultaneously. • Ability to lead and participate in teams. **WORK ENVIRONMENT, PHYSICAL OR MENTAL ABILITIES** • Ability to work in a fast paced environment. • Sitting in a seated position for extended periods of time. • Frequent use of a computer and related software applications and the Internet at a workstation. • Constant handling of confidential information. • Lots of telephone contact and some public contact. • Community printer for printouts and copies. • Occasional lifting required (up to 50 pounds). • Occasional off-site meetings within Sacramento and occasional out-of-town meetings within California that may require the use of various transportation modes, i.e. airplane, taxi, car, etc.

STATE OF CALIFORNIA DEPARTMENT OF GENERAL SERVICES

DUTY STATEMENT

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INSTRUCTIONS: Refer to the Essential Functions Duty Statement Manual for instructions on how to complete the Duty Statement.	RPA- **11292-PROC**	EFFECTIVE DATE:

DGS OFFICE OR CLIENT AGENCY Procurement Division	POSITION NUMBER (Agency - Unit - Class - Serial) - - -
UNIT NAME AND CITY LOCATED Office Of Small Business (SB) DVBE - West Sacramento	CLASS TITLE Staff Services Analyst (SSA)
WORKING DAYS AND WORKING HOURS Monday through Friday 8:00 a.m. to 5:00 p.m.	SPECIFIC LOCATION ASSIGNED TO 707 3rd Street, West Sacramento, CA 95605
PROPOSED INCUMBENT (If known)	CURRENT POSITION NUMBER (Agency - Unit - Class - Serial) 306-496-5157-XXX

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 supervision of the Staff Services Manager I (SSM I), the SSA performs moderately complex analytical and consultative duties pertinent to SB/Disabled Veteran Business Enterprise (DVBE) certification, involving individual review of certification applications, tax returns, employee forms, legal documents, business-related documents and contractual agreements between the applicant and other entities. The SSA will work within teams of Small Business Officers to develop and maintain the small business and DVBE certification programs by providing innovative solutions in the application of policies and regulations. The SSA will promote, support, and provide customer service.

% 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)*
	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' (DGS) 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 is to be accomplished in accordance with the laws, rules, regulation, and/or guidelines of the Department of General Services (DGS). The incumbent will ensure the State's purchasing operations are in compliance with State and Federal laws relating to procurement and contracts, Public Contract Code (PCC), State Administrative Manual (SAM), Government Code, Management Memos, and Executive orders, small business (SB) certification policies and guidelines, Government Code (GC) Sections 14835-14843, Military and Veterans Code (MVC) Sections 999-999.13 and 999.50 et seq., and California Code of Regulations (CCR), Title 2, Section 1896 et seq, Office of Small, Disabled Services (OSDS) certification policies and procedures, California Public Contract Code Sections 10115 et seq. and SB/DVBE certification policies and guidelines.

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

SUPERVISOR'S NAME (Print)	SUPERVISOR'S SIGNATURE	DATE
Nancy Huth, SSM I		

EMPLOYEE'S STATEMENT: ***I HAVE DISCUSSED WITH MY SUPERVISOR THE DUTIES OF THE POSITION AND HAVE RECEIVED A COPY OF THE DUTY STATEMENT***

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EMPLOYEE'S NAME (Print)	EMPLOYEE'S SIGNATURE	DATE

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% 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)*
	ESSENTIAL FUNCTIONS
40%	In order to facilitate small business (SB) participation in state contracting, the incumbent shall determine SB certification eligibility by: • Reviewing the moderately complex paper and electronic certification applications, including applications from partnerships and/or corporations and Limited Liability Companies, and any support documentation for completeness and determine whether certification compliance and eligibility requirements are met by new applicants and/or existing certified firms. • Reviewing tax returns, employee forms, and other business documentation to validate an applicant's Small Business certification eligibility. • Contacting the applicant by phone, fax, email and/or written correspondence for clarification or items needed to further determine certification eligibility. • Conducting structured and random audits in accordance with OSDS policy and procedures to determine a certified firm's eligibility compliance. • With close supervision and for further development, may process on an intermittent basis, more complex small business certification applications and applications from DVBEs. • Assisting with the preparation of compliance reviews, including, but not limited to complaints involving the small business and DVBE certification programs. • Assist on the lesser complex policy and procedural development process by providing recommendations to management on a broad range of program-related problems.
35%	In order to effectively promote the State's certification programs and related government services and resources to internal and external customers the SSA: • Prepares and transmits correspondence to internal or external customer inquiries for information or assistance including letters, memorandums, reports, etc. • Provides customers with relevant certification and related information, including publications and Internet resources, and gives thorough navigational assistance of the OSDS' website and other related websites, including the electronic certification application. • Provides consultative services to customers when they inquire about various local, state and federal SB and/or DVBE program resource and related information, including business assistance and business opportunities.
20%	In order to administer the certification process and to maintain an accurate account of an applicant's certification history, creates and modifies electronic records in the OSDS database to: • Import business and eligibility data as analyzed and obtained from the moderately complex certification application and any supporting documentation. • Gather and analyze small business computational data relative to the firm's size (annual receipts and number of employees for the applicant and any affiliates). • When appropriate, generate DVBE data reports relative to the firm's structure and operations. • Obtains approval from Associate Governmental Program Analyst or SSMI prior to advising applicants of their certification status. Upon approval, then prepares written or electronic notification to an applicant regarding their certification status and/or to obtain additional information needed to complete a new certification or to bring an existing certification into compliance.
	MARGINAL FUNCTIONS
5%	Represent the OSDS at various SB/DVBE-related meetings and events, with high-level officials, as requested by management to explain, present and/or discuss SB and/or DVBE Certification Program related topics.

DUTY STATEMENT

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	KNOWLEDGE AND ABILITIES Knowledge of: 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. Ability to: 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. **DESIRABLE QUALIFICATIONS** • Familiarity with the State's Small Business and/or DVBE programs, procurement and/or contracting process, business management and/or case management. • Has computer efficiency and experience with the Microsoft® Office Suite applications, database application(s), and Internet navigation. **SPECIAL PERSONAL CHARACTERISTICS** • Ability to effectively handle stress and deadlines. • Dependable; responsible; positive attitude; punctual. • Ability to provide objective overview of situations. • Willingness to accept challenges, handle multiple projects simultaneously. • Ability to lead and participate in teams. **WORK ENVIRONMENT, PHYSICAL OR MENTAL ABILITIES** • Ability to work in a fast paced environment. • Sitting in a seated position for extended periods of time. • Frequent use of a computer and related software applications and the Internet at a workstation. • Constant handling of confidential information. • Mass telephone contacts and some public contacts. • Community printer for printouts and copies. • Occasional lifting required (up to 50 pounds). • Occasional off-site meetings within Sacramento and occasional out-of-town meetings within California that may require the use of various transportation modes, i.e. airplane, taxi, car, etc.