

Department of Consumer Affairs  
 Position Duty Statement  
 HR-041 (new 01/15)

<b>Classification Title</b> Associate Governmental Program Analyst	<b>Board/Bureau/Division</b> Contractors State License Board (CSLB or Board)
<b>Working Title</b>	<b>Office/Unit /Section/Geographic Location</b> Enforcement/Quality Assurance/Norwalk
<b>Position Number</b> 622-301-5393-XXX	<b>Effective Date</b>

General Statement: Under the direction of the Deputy Chief of Enforcement, the Associate Governmental Program Analyst (AGPA) is responsible for the research, analysis, and complex program evaluation and planning of the Division’s Citation Enforcement Section for purposes of recommending process improvements to the Deputy Chief. Additionally, the AGPA will be tasked with establishing a desk manual, policies and procedures for the Section. Duties include but are not limited to:

A. SPECIFIC ACTIVITIES [Essential (E) / Marginal (M) Functions]

55% (E) Establish desk procedures for current Citation Enforcement Section (CES) staff by interviewing and observing staff as they are working. Evaluate current statistics from CES staff regarding completed work. Identify tasks that are most efficient to include in the desk procedures by analyzing existing staff desk notes and historical data. Contact other state agencies with similar enforcement units, to obtain their policies and procedures. Analyze trends and similarities between the different agencies to determine the most efficient process. (25%)

Research, analyze and evaluate the core functions of the CES. Identify possible changes to current procedures to streamline the CES duties, and make recommendations to CSLB Enforcement management. Develop new evaluation tools to be applied for CES staff. Track current changes to CSLB laws and regulations to ensure the CES is in compliance. (20%)

Prepare bi-weekly status updates for the Deputy Chief regarding the research, analysis and program evaluation of the on-going project. (10%)

40% (E) Submit formal written executive report, along with desk procedures to CSLB management recommending the most effective and efficient core functions necessary to process citations. Develop policies and procedures upon approval outlining the newly adopted desk manual. (20%)

Collaborate with CES management to ensure the establishment of approved process improvement recommendations is being implemented. Ensure that CES staff is being properly trained on the new procedures. Act as the Subject Matter Expert, answer questions from CES staff that may come up during the training period. Compare previous CES staff statistics to statistics after the desk manual was implemented, to validate the effectiveness of the newly implemented procedures. (20%)

5% (M) Travel to Enforcement field offices, CSLB Headquarters' office in Sacramento, and to governmental agencies to obtain research information and/or to provide presentations or attend meetings regarding the status of the process improvement project.

B. Supervision Received  
The AGPA is supervised under the direction of the Deputy Chief of Enforcement.

C. Supervision Exercised  
None

D. Administrative Responsibility  
None

E. Personal Contacts  
The AGPA has personal contact with other CSLB employees including management and executive staff, and personnel from other governmental agencies.

F. Actions and Consequences  
Failure to properly carry out the duties and responsibilities of the position may result in continued backlogs for licensee and non-licensee citations, scheduling and verifying penalty payments and scheduling Mandatory Settlement conferences. This may cause consequent harm to consumers; and discredit to CSLB.

G. Functional Requirements  
No specific physical requirements are present: The incumbent works in an office setting with artificial light and temperature control, 40 hours per week. Daily access to and use of a personal computer and telephone is essential. Sitting and standing requirements are consistent with office work. The position requires bending and stooping to retrieve files; and occasional light lifting, up to 10 – 15 pounds. Occasional travel may be required for this position.

H. Other Information  
The incumbent must demonstrate: the ability to act independently with flexibility and tact; and possess excellent writing skills. The position requires a thorough and detailed knowledge of appropriate laws, rules, regulations, and administrative policy of the Board.

**I have read and understand the duties listed above and I can perform these duties without reasonable accommodation.** (If you believe reasonable accommodation is necessary, discuss your concerns with the hiring supervisor. If unsure of a need for reasonable accommodation, inform the hiring supervisor, who will discuss your concerns with the Health & Safety analyst.)

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Employee Signature

Date

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Printed Name

**I have discussed the duties of this position with and have provided a copy of this duty statement to the employee named above.**

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Supervisor Signature

Date

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Printed Name

**Approved by RH: 02/24/2015**