

Department of Consumer Affairs

Position Duty Statement

HR-041 (new 5/04)

Classification Title	Board/Bureau/Division
Staff Services Analyst	Medical Board of California
Working Title	Office/Unit/Section / Geographic Location
Staff Services Analyst	Business Services Office/Sacramento
Position Number	Effective Date
629-150-5157-XXX	

Under the supervision of the Staff Services Manager I, the incumbent is a member of the Business Services Office and will be responsible for planning, evaluating and executing the Medical Board of California (MBC) acquisitions, asset management, telecommunications, and business services functions. The Staff Services Analyst (SSA) independently performs a wide variety of consultative, administrative and analytical business services duties and responsibilities with a high degree of initiative and originality. The incumbent develops systems to remedy identified program inefficiencies and/or opportunities for improvements to business processes, develops alternatives, and presents recommendations with implementation plans to management. The incumbent researches, analyzes, interprets and applies applicable Department of Consumer Affairs (DCA), Department of General Services (DGS), State Administrative Manual (SAM) and control agencies rules, policies and procedures, in order to ensure appropriate laws, rules, and procedures are being followed, relating to business services operations. Duties include, but are not limited to, the following:

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

40% Procurement (E)

- Identifies and evaluates purchase alternatives through the ongoing analysis and interpretation of applicable state laws, rules and regulations, such as the State Contracting Manual (SCM), Purchasing Authority Manual (PAM), CalCard Handbook, State Administrative Manual (SAM), Government Code (GC), California Code of Regulations (CCR) and Department of Consumer Affairs' (DCA) policies and procedures. Maintain and update existing MBC purchasing/invoicing processes and procedures. Develop guidelines, policies, and procedures for MBC offices statewide based on departmental and control agencies requirements. Monitor purchase activities for compliance and consistency. Track changes in state laws and regulations pertaining to procurement and advises management on the impact. Consults with, educates, and serves as a liaison between BSO and MBC programs/field offices to ensure appropriate steps and requirements are followed when purchasing equipment and supplies. Evaluate MBC equipment needs, research the best and most cost-effective method of procurement, while taking into consideration the utilization of the equipment after purchase, and recommend alternatives to the item requested. Using independent judgment and decision making, develops business process change alternatives; with management approval, develops and disseminates an implementation plan to comply with new laws, rules, and regulations. Develops and presents training to BSO staff. Reviews, analyzes, applies policies in the review for, approval or denial of bid awards, purchases, services and supply orders.
- Prepares and provides complete detailed alternatives and recommendations to management for approval. Identifies and evaluates equipment needs. Receives minor and major equipment purchase requests from each unit and combines data for research and analysis. Gathers information and data to perform analyses of current year needs and compares to previous years to identify trends, anticipate issues and recommend purchasing needs for the following year. Participates in the process for acquiring equipment by writing justifications for Budget Change

Proposals. Combines data and prepares management reports on expenditures, equipment acquisitions and maintains a purchasing tracking system all of which are used by management in decisions made regarding expenditures and acquisitions. Develops, refines and implements methods by which orders are received and processed in accordance with departmental policies, rules and regulations.

- Develops and maintains a system to track and monitor all purchase requests/orders submitted to DCA. Gathers information and data and independently develops and prepares ad hoc reports to be used for budget and executive management decisions.

20% Facilities Management and Telecommunications (E)

- Develops and maintains systems to manage the inventory/supplies of landline and cellular telephones/accessories; issues cellular/landline telephones and accessories to MBC staff. Maintains knowledge and record keeping of the various telephone systems in each MBC location and district office. Acts as a liaison to identify, analyze, and resolve problems. Consults with the provider and/or DCA Telecom for resolution. Identifies, provides specifications and assists DCA Telecom and provider/vendor on design and operational needs for specific offices. Accesses "CALNET III" portal to make changes and add or remove specific features. Communicates with applicable vendors/providers regarding specific needs, questions or problems. Monitors usage of devices and reviews monthly invoices for areas of concern or inaccuracies.
- Acts as the liaison between MBC, DCA, and property management. Reports complaints to the property manager. Ensures all building maintenance, janitorial services, and heating/air conditioning needs are performed as needed. Develops and maintains logs of all maintenance issues and ensures work has been done timely and satisfactorily. Coordinates projects with multiple parties. Negotiates problem resolution with the property manager. Consults with MBC management to ensure they are kept up-to-date regarding building issues involving their office/staff. Schedules and monitors furniture changes, deliveries and installation.

15% Records Management (E)

- Gathers retention information from each unit, combines into a centralized report to ensure compliance with retention and purging schedule. Performs analytical studies to determine departmental needs and requirements for the Board's Records Management Program. Reviews and evaluates existing records management policies and procedures; identifies and develops alternative methods of records management to streamline and provide efficiency and implements new procedures. Consults with management and makes recommendations on design and control of forms and reports related to records management. Provides guidance to management and staff on purging schedule and assist with regular purging schedule. Develops MBC policies and procedures to ensure continuous compliance with the statutory and regulatory requirements of Records Management.

10% Support Services (E)

- Develops and implements systems to ensure regular maintenance and inspection of equipment, accessories, cables and wiring. Schedules routine preventative maintenance with warranted/contracted vendor(s). To ensure compliance with the Bagley Keene Open Meeting Act, the incumbent plans and makes arrangements for transportation of and sets up for equipment; travels and attends meetings held in various locations throughout California.
- Manages receipt of incoming mail by developing and implementing processes to ensure timely dissemination to appropriate staff; develops statistical reports useful in identifying workload measures and staffing needs. Assists MBC staff with reproduction requests by gathering information and data to evaluate their specific need, perform research into the reproduction options, consults with DCA, the Office of State Publishing, or outside vendors. Acts as a liaison with the United States Postal Service and other mail vendors to identify and resolve issues with carriers and to develop and implement best practice standards.

- Maintains knowledge of the card key system and existing policies and procedures relative to building access. Analyzes and resolves system problems and consults with the vendor as necessary. Develops and maintains policies and procedures for BSO staff relative to building access.

10% Inventory (E)

- Receives, reviews, and researches all invoices for accuracy. Utilizes various fiscal reports to analyze and verify data. Consults with the assigned programs/field office staff to verify and validate charges to the correct account code. Contacts MBC staff and vendors to resolve any discrepancies prior to approval/denial. Identifies the need for and develops systems to streamline the reconciliation effort to ensure accuracy. Submits invoices to the DCA Accounting Office, in a timely manner, to pay invoices by due dates to avoid disruption of services and late penalty fees. Gathers information and data relative to invoice tracking and maintains and updates the BSO database/spreadsheet to track invoices, DCA processing and payment to vendors. Composes clear and concise correspondence to vendors regarding billing/invoices, bids, awards, supplies, schedules and discrepancies.

5% Special Projects (E)

- Conduct and/or assist with special projects in order to identify and evaluate problems, procedures, methods and policies for the purpose of providing assistance and possible recommendations to the Board's Business Services Office, which may collaboratively assist with accomplishing the Board's objectives. Perform other job-related duties and provide back-up assistance to other BSO staff in the office, as required.

B. Supervision Received

The incumbent works under the supervision of the Staff Services Manager I (SSM I).

C. Supervision Exercised

None

D. Administrative Responsibility

None

E. Personal Contacts

The incumbent will have direct frequent contact with the SSM I for project updates and assignments. The incumbent has direct daily contact with other Medical Board staff, Management, Executive staff and all field offices in order to carry out daily Board related business such as supplies, purchases, maintenance and equipment issues; works directly with MBC's Budget Analyst providing data used by management and Board members and included in the annual report. The incumbent has direct regular contact with vendors, facilities management, various state agencies, Department of Consumer Affairs, Department of General Services and public and private vendors.

F. Actions and Consequences

Failure to perform duties adequately could result in the Board not operating efficiently and effectively; disruption of the day-to-day operations could negatively impact staff's ability to acquire the equipment and office supplies needed to accomplish their respective duties and responsibilities that may lead to a breakdown in administrative and program functions throughout the Board that may ultimately impact the Board's ability to carry out its mission to protect California Healthcare Consumers through proper licensure and enforcement of physicians, surgeons and certain healthcare professions.

G. Functional Requirements

The incumbent works 40 hours per week in an office setting, with artificial light and temperature control. Daily access to and use of a personal computer and telephone is essential. Sitting and standing requirements are consistent with office work. The incumbent must have the ability to lift and move heavy boxes weighing 25 – 30 pounds, audio visual equipment cases weighing up to 150 pounds (with the assistance of a co-worker) and the various other large, heavy and awkward items associated with job responsibilities. Travel is required to attend Board and Committee meetings and district offices throughout California. The incumbent is required to travel by commercial carrier or auto whichever method is in the best interest of the State. Travel may be for one or several consecutive days.

H. Other Information

The incumbent must possess excellent analytical and reasoning skills, customer service and written and verbal skills. The incumbent must possess the ability to work independently with a high degree of initiative and good judgment in decision making, exercise creativity and flexibility in problem identification and resolution, produce high-quality completed staff work, establish and maintain a strong professional rapport with vendors to facilitate effective communication and manage time and resources effectively.

As a member of the BSO team it is essential for the incumbent to have a positive attitude, be dependable and have consistent attendance. The BSO must be responsive to Board staff, Board and Committee Members and DCA's requests and needs. The incumbent may be privy to sensitive/confidential documents and/or materials; therefore, the incumbent is expected to use discretion, maintain privacy and confidentiality.

Title 11, section 703D California Code of Regulations requires criminal record checks of all personnel who have access to Criminal Offender Record Information (CORI). Pursuant to this requirement, applicants for this position will be required to submit fingerprints to the Department of Justice and be cleared before hiring.

I have read and understand the duties listed above and I can perform these duties with or 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.)

Employee Signature Date

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.

Supervisor Signature Date

Printed Name

New: cw 7/12
Draft Revision: TK, RR, NK 2/27/15
Approved: JM 4/2015