

## **Attendance Clerk**

### **Office Technician (Typing)**

Serves as the Attendance Clerk for [Division/Program], in coordination with the Office of Human Resources (OHR) by assisting staff with the completion and submission of timesheets, Statement of Economic Interests (Form 700), benefit enrollment and changes pertaining to appointments, separations, transfers and retirements, entering personnel related information into the Activity Based Management System, resolving timesheet issues, and distributing pay warrants, utilizing in the Project Accounting & Leave system, the DGS Attendance Clerk Manual, applicable Bargaining Unit Agreements, and in accordance with California Department of Human Resources and State Personnel Board rules and regulations, in order to report accurate time accounting and submit correct benefit packages to OHR, to ensure accurate and timely submittal of payroll and benefit information is conveyed to the Personnel Specialist in OHR in compliance with state requirements.

## **Budget Analyst**

### **Staff Services Analyst**

#### *Budget Analyst – Combo*

Monitors the internal budget for [Program/Division] in collaboration with the Office of Fiscal Services (OFS) by tracking expenses, revenue and expenditures, creating monthly and annual fiscal projections, and providing summarized reporting, reconciliation, and less complex analyses using spreadsheets, graphs, charts, and matrices in order to make recommendations to upper management on budgetary solutions, to ensure [Program/Division] provides accurate and timely budget information to OFS and/or program management utilizing the Financial Information System for California, Activity Based Management System, and Microsoft Office Suite.

#### *Budget Analyst - Projection*

Assists with preparing monthly budget and project activity reports based on information from the Office of Fiscal Services for [Program/Division] by performing trend analysis on specific budget allocations, tracking and monitoring fiscal activity and identifying funding needs for services utilizing a FI\$Cal tracking database and Excel tracking documents in order to make recommendations for budget changes and to forecast and project future costs and funding needs to ensure budget allotments are properly developed and within authority.

#### *Budget Analyst - Monitoring & Reconciliation*

Monitors [Program/Division]'s financial status in coordination with the Office of Fiscal Services Accounting Section by monitoring and reconciling data on transactions and expenditures, conducting the reoccurring and less complex ad hoc fiscal, performance and compliance audits, reviewing and reconciling accounts, records and reports of [Program/Division] operations, analyzing organizational policies and procedures for efficiency and effectiveness, and verifying reconciliations of accounts in order to determine if financial statements accurately reflect financial status and transactions, and make recommendations to [Program/Division's] management on budgetary issues to ensure that program expenditures stay within the [Program/Division's]

budget authority, and that stated goals and outcomes are accomplished in accordance with statutes, regulations, and pertinent law.

#### Budget Analyst - Budget Change Proposals

Monitors and reviews confidential Budget Change Concepts and Budget Change Proposals for [Program/Division] by analyzing the less complex fiscal data and proposed budget changes, and preparing monthly and quarterly budget reports, in order to propose resolutions to budget issues, and to ensure management of [Program/Division]'s financial plan throughout the budget process is in accordance with Department of Finance and DGS as well as applicable statutes, laws, and regulations.

#### Budget Analyst - Rate Development

Develops, maintains, and monitors budget rates for [Program/Division] in collaboration with the Office of Fiscal Services (OFS) by creating spreadsheets, performing calculations, providing summarized reporting and reconciliation, preparing analyses to determine [Program/Division]'s cost to recover, as well as impacts to rates for pending/actual budget changes, preparing financial schedules for inclusion in the annual rates proposal submitted to OFS, and analyzing billing and revenue data to determine whether [Program/Division's] costs are being recovered in accordance with statutory requirements and the approved rates schedule, in order to develop proposals for program's budget rates, to ensure accurate and timely rate development and revenue generation, utilizing Revenue Center Worksheets, FI\$Cal, and ABMS reports, in accordance with deadlines set by OFS and control agencies as well as all applicable laws, rules, regulations and departmental policies and procedures.

#### **Associate Governmental Program Analyst**

##### Budget Analyst - Combo

Oversees the internal budget for [Program/Division] in collaboration with the Office of Fiscal Services by tracking expenses, revenue and expenditures, creating monthly and annual fiscal projections, and providing summarized reporting, reconciliation, and the more complex analyses using spreadsheets, graphs, charts, and matrices in order to make recommendations to upper management on budgetary solutions, to ensure [Program/Division] provides accurate and timely budget information to OFS and/or program management utilizing the Financial Information System for California, Activity Based Management System, and Microsoft Office Suite.

##### Budget Analyst - Projection

Prepares monthly budget and project activity reports for [Program/Division] based on information from the Office of Fiscal Services by performing trend analysis on specific budget allocations, tracking and monitoring fiscal activity and identifying funding needs for services utilizing the Financial Information System of California data and Excel tracking documents in order to make recommendations for business decisions and to forecast and project future costs and funding needs to ensure budget allotments are properly developed and that expenditures remain within approved authority.

##### Budget Analyst - Monitoring & Reconciliation

Monitors [Program/Division]'s financial status in coordination with the Office of Fiscal Services, Accounting Section by monitoring and reconciling data on transactions and expenditures, by conducting fiscal analysis, performance and compliance audits, reviewing and reconciling accounts, records and reports of

[Program/Division] operations, analyzing organizational policies and procedures for efficiency and effectiveness, and verifying reconciliations of transactional data in order to determine if financial statements accurately reflect financial status and transactions, and make recommendations to [Program/Division's] management on complex budgetary issues to ensure stated goals and outcomes are accomplished in accordance with statutes, regulations, and pertinent law.

#### *Budget Analyst - Budget Change Proposals*

Develops and monitors Budget Change Concepts and Budget Change Proposals for [Program/Division] by analyzing the more complex fiscal data and budget structure, and preparing monthly and quarterly budget reports, in order to propose resolutions to budgetary related problems and implement approved changes, to ensure management of [Program/Division]'s financial plan throughout the budget process in accordance with Department of Finance and DGS policies and procedures and applicable statutes, regulations, and pertinent law.

#### *Budget Analyst - Rate Development*

Develops, oversees, and maintains budget rates for [Program/Division] in collaboration with the Office of Fiscal Services (OFS) by creating spreadsheets, performing complex calculations, providing summarized reporting and reconciliation, preparing analyses to determine [Program/Division]'s cost to recover, as well as impacts to rates for pending/actual budget changes, preparing schedules for inclusion in the annual rates proposal submitted to OFS, and analyzing billing and revenue data to determine whether [Program/Division's] costs are being recovered in accordance with statutory requirements and the approved rates schedule, in order to develop proposals for program's budget rates, to ensure accurate and timely rate development and revenue generation, utilizing Revenue Center Worksheets, Fi\$Cal, and ABMS reports, in accordance with all applicable laws, rules, regulations and control agency and departmental policies and procedures.

## **Clerical Support**

### **Office Assistant (General)**

Provides clerical support for [Division/Program] by scheduling meetings, preparing meeting agendas and notes, reviewing and distributing documents, letters and various correspondence, and maintaining database spreadsheets in order to provide timely and accurate customer service, to ensure office needs are met, in compliance with established policies, procedures, and departmental and office guidelines, utilizing Microsoft Office Suite and other appropriate software.

### **Office Technician (Typing)**

Independently provides a variety of the most difficult clerical support duties for [Division/Program] by scheduling meetings, preparing meeting agendas and notes, typing, reviewing, and distributing difficult and sensitive documents, letters and various correspondence, distributing confidential documents, and maintaining database spreadsheets in order to provide timely and accurate customer service, to ensure office needs are met, in compliance with established policies, procedures, and departmental and office guidelines, utilizing Microsoft Office Suite and other appropriate software.

## **Contract Analyst**

### **Staff Services Analyst**

#### *Contracts - Combo*

Researches, analyses, and prepares the less complex contract requests for commodities and services for [Division/Program] by consulting with program staff to determine their needs, identifying and determining the appropriate type of contract, preparing justifications, memorandums, required documents, initiating and processing supporting documentation, and developing, amending and renewing contracts and scopes of work in order to submit complete contract requisition package documents to the Office of Business and Acquisition Services, to ensure all contracts are executed accurately and timely, in accordance with state purchasing policies, procedures, and guidelines, utilizing FI\$Cal, ServiceNow, SharePoint, MS Office Suite applications, and other related software or tools.

#### *Contracts - Monitoring and Tracking*

Serves as a liaison between [Division/Program] and Office of Business and Acquisition Services to monitor and track the statuses of the less complex submitted contract requests by updating contract request status information changes on all assigned contract request packages and providing regular updates to management and field staff, utilizing tracking documents, FI\$Cal, ServiceNow, SharePoint, MS Office Suite applications, and other related software or tools in order to accurately and timely track and monitor contracts to ensure all contracts are processed within designated timeframes.

#### *Contracts - Maintenance*

Reviews and recommends amendments, renewals, or new contracts as needed by gathering and analyzing data, time lines, funding and program needs in order to renew and amend contracts in a timely manner, to ensure timelines are met, there are no breaks in service, and compliance with all contracting laws, rules and regulations, Public Contract Code and State Contracting Manual.

#### *Contracts - Close-out*

Disputes or approves invoices for payment and performs contract close-out activities by encumbering unused funds and closing out contracts in FI\$Cal in order to confirm all services have been provided in accordance with the contract and all invoices have been processed, to ensure contracts are implemented correctly to avoid penalties.

### **Associate Governmental Program Analyst**

#### *Contracts - Combo*

Researches, analyses, and prepares the most complex contract requests for commodities and services for [Division/Program] by consulting with program staff to determine their needs, identifying and determining the appropriate type of contract, preparing justifications, memorandums, required documents, initiating and processing supporting documentation, and developing, amending and renewing contracts and scopes of work in order to submit complete contract requisition package documents to the Office of Business and Acquisition Services, to ensure all contracts are executed accurately and timely, in accordance with state purchasing policies, procedures, and guidelines, utilizing FI\$Cal, ServiceNow, SharePoint, MS Office Suite applications, and other related software or tools.

### Contracts - Monitoring and Tracking

Serves as a liaison between [Division/Program] and Office of Business and Acquisition Services to monitor and track the statuses of submitted contract requests by updating contract request status information changes on all assigned contract request packages and providing regular updates to management and field staff, utilizing tracking documents, FI\$Cal, ServiceNow, SharePoint, MS Office Suite applications, and other related software or tools in order to accurately and timely track and monitor contracts to ensure all contracts are processed within designated timeframes.

### Contracts - Maintenance

Assesses and requests amendments, renewals, or new contracts as needed by gathering and analyzing data, time lines, funding and program needs in order to renew and amend contracts in a timely manner, to ensure timelines are met, there are no breaks in service, and compliance with all contracting laws, rules and regulations, Public Contract Code and State Contracting Manual.

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## **Education and Outreach**

### **Associate Governmental Program Analyst**

Serves as the Education and Outreach Coordinator for [program] by leading, planning, coordinating and participating in outreach activities, independently developing the criteria for conducting presentations, webinars, workshops, panel discussions, creating educational materials, and exhibiting at conferences and trade shows, in order produce comprehensive educational materials, training manuals, handouts, audio/visual presentations, lecture notes, and publications, to ensure accurate and efficient education and information is provided to the public and/or stakeholders, utilizing current outreach and marketing trends, Microsoft Office, presentation equipment, and best practices, in accordance with applicable laws, rules, regulations, and policies.

### **Staff Services Analyst**

Serves as the Education and Outreach Coordinator for [program] by participating and assisting in the, planning, coordinating and outreach activities, developing or assisting in the development of criteria for conducting presentations, webinars, workshops, panel discussions, creating educational materials, and exhibiting at conferences and trade shows, in order produce and make recommendations on comprehensive educational materials, training manuals, handouts, audio/visual presentations, lecture notes, and publications, to ensure accurate and efficient education and information is provided to the public and/or stakeholders, utilizing current outreach and marketing trends, Microsoft Office, presentation equipment, and best practices, in accordance with applicable laws, rules, regulations, and policies.

## Employee Resource Liaison (ERL)

### Staff Services Analyst

#### ERL - RPA

Prepares, reviews, revises and processes Requests for Personnel Actions of average difficulty, in coordination with the Office of Human Resources (OHR) by providing guidance to hiring managers, writing, analyzing and tracking various documents, including duty statements, justifications, and organization charts, utilizing Microsoft Office Suite, Visio, Activity Based Management System, Examination and Certification Online System SharePoint and/or ServiceNow, in order to maintain appropriate staffing levels and facilitate recruitment, hiring, appointments, and other matters related to classification and pay, to ensure program staffing requests are processed timely and accurately, in accordance with all applicable laws, rules, regulations and control agency and departmental policies and procedures.

#### ERL - HR Consulting

Provides consultative services to [Division/Program] program management and staff, on less complex personnel issues by conferring with OHR in the analysis, research and interpretation of applicable laws, regulations and control agency and departmental policies and procedures, in order to provide accurate and comprehensive information and recommendations to managers and supervisors regarding classification issues, leave of absences, list eligibility, minimum qualifications and recruitment needs, and to provide consultative information to staff regarding background clearance, medical clearance, post and bid, leave of absences, list eligibility, and minimum qualifications, to ensure and promote human resources best practices.

#### ERL - Organizational Charts/Tracking of Positions (no more than 15%)

Develops and reconciles organizational charts by compiling and analyzing data from the position report dashboard and Activity Based Management System, creating tracking mechanisms to accurately maintain positions, and revising and analyzing monthly organization charts in order to provide accurate and timely vacancy reports and organizational charts to management and OHR to ensure appropriate funding sources for positions and adequate staffing levels, utilizing the position report dashboard, Visio and MS Office in accordance with all applicable laws, rules, regulations and control agency and departmental policies and procedures.

### Associate Governmental Program Analyst

#### ERL - RPA

Prepares, reviews, revises and processes complex Requests for Personnel Actions, in coordination with the Office of Human Resources by providing guidance to hiring managers, writing, analyzing and tracking various documents, including duty statements, justifications, and organization charts, utilizing Microsoft Office Suite, Visio, Activity Based Management System, and/or ServiceNow, in order to maintain appropriate staffing levels and facilitate recruitment, hiring, appointments, and other matters related to classification and pay, to ensure program staffing requests are processed timely and accurately, in accordance with all applicable laws, rules, regulations and control agency and departmental policies and procedures.

### ERL - HR Consulting

Provides consultative services to [Division/Program] program management and staff, on complex personnel issues by conferring with OHR in the analysis, research and interpretation of applicable laws, regulations and control agency and departmental policies and procedures, in order to provide accurate and comprehensive information and recommendations to managers and supervisors regarding classification issues, leave of absences, list eligibility, minimum qualifications and recruitment needs, and to provide consultative information to staff regarding background clearance, medical clearance, post and bid, leave of absences, list eligibility, minimum qualifications, and recruitment needs, to ensure and promote human resources best practices.

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## **Executive Support**

### **Office Technician (Typing)**

Provides executive support to [Executive's position title], and [Division/Office] by preparing, composing, reviewing and distributing various correspondence to internal and external entities on behalf of the Executive, scheduling meetings, reserving rooms, and managing calendars, in order to process sensitive and confidential documents for the Executive Office to ensure excellent and responsive customer service in accordance with established departmental guidelines, policies and procedures.

## **Health and Safety – Ergonomic Evaluations (outside the Zig)**

### **Associate Governmental Program Analyst/Staff Services Analyst (not more than 10%)**

Facilitates the Ergonomic Program for [Division/Program] in collaboration with DGS' Office of Risk and Insurance and Risk Management by planning and directing meetings and trainings to disseminate information and educate employees and supervisors, and performing ergonomic evaluations, using knowledge of ergonomic principles to identify and recommend behavioral changes, ergonomic equipment, and workstation and/or work environment alterations in order to minimize the risk of occupational injuries and illnesses to ensure all appropriate personnel are engaged in the ergonomic process, and programs are in compliance with all applicable departmental policies and procedures.

## **Health and Safety (within the Ziggurat)**

### **Office Technician (Typing)**

Serves as the Safety Coordinator for [Division/Program], in collaboration with DGS' Office of Risk and Insurance Management by developing and maintaining the Ziggurat Emergency Response Team (ZERT) listing, distributing safety information to staff, maintaining and ordering supplies for the First Aid kits, and attending meetings with the ZERT team in order to provide members with information on departmental emergency procedures and designated safety roles, to ensure a safe and secure workplace.

## **Invoicing**

### **Office Technician (Typing)**

Receives and reviews invoices by verifying services have been rendered and supplies have been received, and typing general correspondence regarding invoices and inquiries in order to identify and remediate discrepancies and ensure that payments are processed promptly and accurately and program needs are met, utilizing Microsoft Office Suite and the Financial Information Systems for California, in coordination with the Office of Fiscal Services, departmental procedures and guidelines, and all applicable state laws.

## **Legislative Analyst**

### **Associate Governmental Program Analyst**

Serves as the Legislative Analyst for [Division/Unit], in collaboration with the Office of Legislative Affairs by reviewing and analyzing written bill analyses and change summary documents, determining the impact to the department, and providing guidance and updates to management on the legislative process, in order to make recommendations to management and Legislative Affairs, to ensure programmatic and fiscal impacts of the legislation are accurately identified, and reflect the department's stance and recommendation.

## **Mail Distribution**

### **Office Assistant (General)**

Processes and prioritizes incoming mail and documents for [Division/Office] by distributing and routing to appropriate staff, reviewing and sending all outgoing mail, verifying complete addresses, postage, and appropriate delivery method such as, but not limited to, US Post Office, inter-agency mail, and overnight delivery services, utilizing Microsoft Outlook, inter-office mail, messenger services and personal delivery, in order to provide mail and document handling support to ensure timely delivery.

### **Office Technician (General) – (no more than 15%)**

Independently processes and prioritizes incoming mail and documents for [Division/Office] by distributing and routing to appropriate staff, reviewing and sending all outgoing mail, verifying complete addresses, postage, and appropriate delivery method such as, but not limited to, US Post Office, inter-agency mail, and overnight delivery services, utilizing Microsoft Outlook, inter-office mail, messenger services and personal delivery, in order to provide mail and document handling support to ensure timely delivery.



*Notes: This task should be a lower percentage task and most of the essential functions of the duty statement should reflect more difficult duties and a high degree of initiative, independence and originality.*

#### **Office Technician (Typing) - (no more than 15%)**

Independently processes and prioritizes incoming mail and documents for [Division/Office] by distributing and routing to appropriate staff, tracking and responding to mail inquiries, reviewing and sending all outgoing mail, and verifying complete addresses, postage, and appropriate delivery method such as, but not limited to, US Post Office, inter-agency mail, and overnight delivery services, utilizing Microsoft Outlook, inter-office mail, messenger services and personal delivery, in order to provide mail and document handling support to ensure timely delivery.

*Notes: Appropriate for the OT (T) but typing should encompass a significant proportion of the work time. This task should be a smaller % of essential duties and should be combined with typing duties.*

### **Employee Resource Liaison - Medical Clearance Liaison**

Staff Services Analyst/Associate Governmental Program Analyst – No more than 5%

Serves as the Medical Clearance Liaison by assisting candidates in completing the pre-employment medical clearance process, preparing and reviewing documents for completion, providing instructions and guidance to candidates, submitting the required documents to the California Department of Human Resources (CalHR), and communicating with the Medical Coordinator in the Office of Human Resources in order to facilitate candidates' meeting the conditions of employment to be hired with the department and ensure compliance with the requirements set forth by CalHR Medical Program regarding the pre-employment medical screening.

### **Office Modification Coordinator**

#### **Office Technician (Typing)**

Serves as the Office Modification Coordinator for [Division/Branch/Unit], in collaboration with the Real Estate Services Division, Enterprise Technology Solutions, and Office of Business and Acquisition Services, by scheduling space planners and office furniture moves, entering appropriate tickets into the ServiceNow Portal, and communicating with staff, managers and all appropriate parties, in order to facilitate seamless and timely coordination of office movements, to ensure effective reconfigurations that lead to more innovative and productive work environment.

### **Performance Metrics**

#### **Staff Services Analyst**

Oversees and organizes performance metrics data for [Division/Branch] by researching, gathering, and analyzing qualitative, quantitative, and technical data and collaborating with internal and external stakeholders, using various data sources and systems, measurable tools, and techniques, including metrics data, volumes, current and historical data trends, program statistics, and gap analysis, in order to make recommendations on new operational efficiencies to ensure statistical and data quality are optimized and all work processes are efficient and effective division-wide.

## **Associate Governmental Program Analyst**

Manages performance metrics data for [Division/Branch] by researching, gathering, and analyzing the more complex, qualitative, quantitative, and technical data and collaborating with internal and external stakeholders, using various data sources and systems, measurable tools, and techniques, including metrics data, volumes, current and historical data trends, program statistics, and gap analysis, in order to implement, identify and evaluate new operational efficiencies to ensure statistical and data quality are optimized and all work processes are efficient and effective division-wide.

## **Purchasing**

### **Office Technician (Typing)**

#### *Purchasing - Tracking*

Processes and tracks incoming purchase and service orders for office supplies and services within [Division/Program], in coordination with the Office of Business and Acquisition Services by reviewing and processing invoices for prompt payment, taking physical inventory of office supplies and equipment, and inputting data into an inventory database utilizing electronic forms, and Microsoft Office Suite, in order to accurately track and process purchase and service orders, and to maintain an accurate inventory of necessary office supplies, to ensure purchases and service orders are completed timely.

#### *Purchasing - Ordering*

Orders office supplies for [Division/Program] by tracking and maintaining inventory, and purchasing from approved vendors, executing the bidding process when required, and reconciling statements and receipts in Financial Information System for California, using assigned Procurement-Card (P-Card) or ServiceNow in order to procure the supplies necessary for staff to perform essential functions to ensure compliance with P-Card policies, procedures and manual.

## **Reception**

### **Office Technician (Typing)**

Serves as the receptionist for [Division/Branch/Unit], by greeting and providing customer service to [customers served (staff, clients, other state agencies and the general public)], answering incoming telephone calls, directing requests to the correct point of contact, maintaining office files, and independently generating correspondence, utilizing knowledge and application of applicable regulations, policies and procedures, in order to provide excellent customer service, to ensure continuity of business operations.

## **Records Retention**

### **Office Technician (Typing)**

Maintains and prepares [type of record] records for retention for [Division/Program] by independently continuously performing routine reconciling, purging, copying and filing of records, and completing an inventory of office records as required by the approved Records Retention Schedule in order to process short and long-term confidential storage or subsequent confidential destruction, to ensure compliance with the

Records Retention Act and State Administrative Manual guidelines utilizing Microsoft Office Suite and other appropriate software.

## **Special Projects**

### **Staff Services Analyst**

Participates in special projects and assignments related to [insert topic/program area] of average difficulty by conducting research and analysis, gathering data, completing assigned tasks, reporting on statuses, and drafting summaries in order to provide recommendations and various reports to management utilizing project management principles and tools, to ensure continuous business operations, organizational effectiveness and program and process improvements in alignment with strategic goals and objectives.

### **Associate Governmental Program Analyst**

Participates in special projects and assignments related to [insert topic/program area] of the most complex difficulty by conducting research and analysis, gathering data, completing assigned tasks, and reporting on statuses, in order to formulate and provide recommendations and various reports to management utilizing project management principles and tools, to ensure continuous business operations, organizational effectiveness and program and process improvements in alignment with strategic goals and objectives.

## **Employee Resource Liaison - Telework Liaison**

### **Staff Services Analyst/Associate Governmental Program Analyst – No more than 15%**

Serves as the Telework Liaison for [Division/Program] by serving as a resource for supervisors and employees with telework issues and concerns, assisting with implementing department guidelines and/or changes communicated by the Department Telework Coordinator within their program and providing metrics as requested by the Department Telework Coordinator or other Management in order to encourage participation and provide information and guidance to employees, to ensure the [Division/Program] is in accordance with DGS's Telework Policy and the Statewide Telework Policy pursuant to Government Code Sections 14200-14203.

## **Training Coordinator**

### **Office Technician (Typing)**

Acts as the Training Coordinator for [Program/Division] by assisting employees with training request forms, coordinating, monitoring and tracking staffs' mandated training courses, and required or job-related trainings, coordinating payment of courses, and attending Training Coordinator meetings in order to enroll employees in trainings and process training requests, to ensure staff are in compliance with DGS' training policies, utilizing DGS' learning management system, Microsoft Office Suite software, Activity Base Management System and the Financial Information System for California.

## **Travel Coordinator**

### **Office Technician (Typing)**

Acts as the Travel Coordinator, in collaboration with the Office of Fiscal Services, to prepare itineraries, schedule travel arrangements, and process Travel Expense Claims by reviewing and processing receipts, and completing required travel documents, utilizing DGS travel resources to provide the most cost-effective method of travel, in order to meet staff's travel needs and to ensure employees receive accurate and timely reimbursement checks for job-related travel expenses, in accordance with the requirements of the California Department of Human Resources, bargaining unit contracts, State Contracting Manual, State Controller's Office, and DGS policies and procedures.

## **Web Content Author**

### **Staff Services Analyst**

Serves as a Content Author and Internet and Intranet Web Master for [Division/Program]'s website in coordination with Enterprise Technology Solutions and the Office of Public Affairs by adding, updating and creating web page content, researching and recommending innovative interactive content, troubleshooting issues with webpages, and ensuring Americans with Disabilities Act (ADA) accessibility, to ensure user-friendly and ADA compliant, publicly-available webpages and documents for internal and external customers, in order to identify improvements to DGS' website strategy, and provide up-to-date and accurate website content, using various software and resources.

### **Associate Governmental Program Analyst**

Serves as the lead Content Author and Internet and Intranet Web Master for [Division/Program]'s website in coordination with Enterprise Technology Solutions by independently adding, updating and creating web page content, researching and recommending innovative interactive content, troubleshooting issues with webpages, and ensuring Americans with Disabilities Act (ADA) accessibility, to ensure user-friendly and ADA compliant, publicly-available webpages and documents for internal and external customers, in order to identify improvements to DGS' website strategy, and provide up-to-date and accurate website content, using various software and resources.