

DUTY STATEMENT

GS 907T (REV. 04/02)

SHADED AREA FOR HUMAN RESOURCES ONLY

INSTRUCTIONS: Refer to the Payroll and Personnel Procedures Manual (PPPM) for Duty Statement Instructions.

RPA-

15-011

EFFECTIVE DATE:

1. DGS OFFICE OR CLIENT AGENCY EMS Authority	POSITION NUMBER (Agency - Unit - Class - Serial)
2. UNIT NAME AND CITY LOCATED Paramedic Program Unit	3. CLASS TITLE Staff Services Analyst (General)
4. WORKING HOURS/SCHEDULE TO BE WORKED 8:00 a.m. to 5:00 p.m.	5. SPECIFIC LOCATION ASSIGNED TO Sacramento
6. PROPOSED INCUMBENT (If known)	7. CURRENT POSITION NUMBER (Agency - Unit - Class - Serial) 312-900-5157-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.

8. **BRIEFLY (1 - 3 sentences) DESCRIBE THE POSITION'S ORGANIZATIONAL SETTING AND MAJOR FUNCTIONS**

Under the supervision of the SSM I, Paramedic Program Unit (PPU), the Staff Services Analyst (SSA) is responsible for consultation with management, employers, applicants, and other local, state, and federal government staff on a wide variety of sensitive Paramedic Program issues. The SSA is the entry level through first journey level and assists in the development and implementation of EMT-Paramedic policies and procedures and special projects.

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>
45%	<p>ESSENTIAL FUNCTIONS</p> <p>The Staff Services Analyst position requires knowledge of applicable laws, regulations, policies and procedures and is responsible for making recommendations and participating in decisions that affect the operations of the Paramedic Licensing Program. All work is completed in accordance with accepted licensure guidelines and techniques, applicable laws, regulations, department policies and procedures, utilizing a PC with Outlook, Microsoft Word, Excel, My License Office (MLO), and other applicable software, and a telephone.</p> <p>In order to ensure that licensing requirements are met per PPU policies and procedures and appropriate California Code of Regulations (CCR's), the incumbent will;</p> <ul style="list-style-type: none"> Analyze and ensure all initial applications adhere to all licensing regulations per California Code of Regulations, Section 100163. If applicants do not adhere to the regulations incumbent will provide recommendations to applicant for compliance. Provide guidance and make recommendations to the Local EMS Agencies and EMS providers on the provisions for all initial applications. Provide verbal and written direction regarding initial licensing, reinstatement renewal and National Registry of Emergency Medical Technicians (NREMT) examination information to answer inquiries concerning the more complex aspects of paramedic licensure, using knowledge of the regulations, policies, guidelines and procedures. Provide a Letter of Support to the NREMT when the licensing requirements are completed.

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

SUPERVISOR'S NAME (Print) June Leicht	SUPERVISOR'S SIGNATURE	DATE
--	------------------------	------

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
-------------------------	----------------------	------

Essential Functions (cont.)

- Prepare a wide variety of correspondence including letters, memos, and reports in response to routine correspondence and inquiries. Ensure correspondence is in correct format, correct grammatical construction and documents are complete and free from clerical errors in accordance with guidelines for all correspondence.
- The incumbent will issue verifications for licensure in another state upon request by the paramedic. Analyze the paramedics' licensure and enforcement history to determine if the paramedic has any disciplinary actions. The incumbent will apprise the requesting agency the validity of the license, if it was suspended, revoked, and any conviction of misdemeanors or felonies, and provide a recommendation to grant or deny licensure in another state.

30%

In order to serve as the Customer Service Liaison for the PPU ensuring that licensure's goals for "excellent customer service by exceeding customers' expectations" is met, the incumbent will:

- Conduct Customer Service Surveys and provide a written analytical report of the results of the survey to management.
- Create and conduct training modules or scenarios on how the unit can better handle irate paramedics in regards to initial and renewal applications.
- Research the complaint between licensees/applicants and licensure staff when dealing and come to an understanding keeping in mind adherence to the California Code of Regulations (CCR's).

15%

In order to assist management in maximizing the service level performance of the PPU, the incumbent will;

- Analyze data from source documents and restructure information into a new useful format to show trends and develop recommendations for management.
- Participate in projects, such as, policies and procedures, online licensing, and creating a demographic survey.
- Enter project data information into Microsoft Office 2013 in order to maintain and accurate electronic record of ongoing projects.

5%

In order to ensure that paramedic applicants and licensees are in compliance with court-ordered child support payments, the incumbent will:

- Review information received from the Department of Child Support Services to determine if a paramedic applicant or licensee is a parent in arrears in child support. If the applicant/licensee fails to meet compliance with court-ordered child support payments, send a certified letter to the individual. If necessary, suspend or revoke the paramedic or deny the applicant.
- Confers with the SSM I on disciplinary actions.

5%

MARGINAL FUNCTIONS

- Prepares reports requested from management.
- Performs other functions related to licensure activities.
- Creates a presentation and presents Licensure activities in all staff meetings.

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.

KNOWLEDGE AND ABILITIES (cont.)

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.

SPECIAL PERSONAL REQUIREMENTS: During emergency operations, may be required to work in EMSA's Departmental Operations Center, other governmental Emergency Operations Centers or in EMSA's field Mission Support Team to provide assistance in emergency response and recovery activities. Staff is required to complete emergency management and Incident Command System (ICS) training based on their respective roles in a response and participates in periodic departmental and statewide readiness drills and exercises.

Under these emergency operations, staff need to work effectively and cooperatively under stressful conditions with short lead times; work weekends, holidays, extended and rotating shifts (day/night); and may be required to travel statewide for extended periods of time and on short notice.

Fingerprinting

Title 11, Section 703(d) 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 cleared before hiring.

DESIRABLE QUALIFICATIONS

- Positive attitude.
- Dependable and excellent attendance record.
- Excellent customer service skills.
- Excellent organizational skills.
- Work as a team member and independently.

WORK ENVIRONMENT, MENTAL AND PHYSICAL ABILITIES

- Office environment, professional work attire.
- Ability to communicate confidently and courteously with people of different backgrounds, different ethnic origins, and different personality types; with the general public, private sector professionals and people of various level of responsibility within state, local and the federal government.
- Possess the ability to complete multiple tasks with changing priorities.
- Attention to detail.
- Daily and frequent use of personal computer and a variety of office software applications at a workstation.
- Ability to apply common sense understanding to carry out instructions furnished in written oral, or diagram form.