

**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.

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EFFECTIVE DATE:

1. <b>DGS OFFICE OR CLIENT AGENCY</b> EMS Authority	POSITION NUMBER (Agency - Unit - Class - Serial)
2. <b>UNIT NAME AND CITY LOCATED</b> Paramedic Licensure Unit	3. <b>CLASS TITLE</b> Staff Services Analyst (General)
4. <b>WORKING HOURS/SCHEDULE TO BE WORKED</b> 8:00 a.m. to 5:00 p.m. -- Flexible	5. <b>SPECIFIC LOCATION ASSIGNED TO</b> Sacramento
6. <b>PROPOSED INCUMBENT (If known)</b>	7. <b>CURRENT POSITION NUMBER (Agency - Unit - Class - Serial)</b> 312-900-5157-004

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 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>
35%	<p><b>ESSENTIAL FUNCTIONS</b></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 to be 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 continuing education 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"> <li>• Complete in-depth audits of renewal licensure applications using MLO's audit function to randomly select licensees.</li> <li>• Audit each course and verify that the courses taken were valid and were approved courses by contacting the continuing education providers that are listed on the CE log on the renewal application or that is listed on the CE Certificate.</li> <li>• Ensure that the required number of CE hours were taken and that the courses taken were during their renewal cycle.</li> </ul>

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
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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
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**Essential Functions (cont.)**

25%

In order to provide management with statistical information and detailed reports in regards to licensure audits and to provide licensees with a detailed analysis of their paramedic renewal the incumbent will;

- Discuss areas of non-disclosure with management, which may result in a referral to Enforcement for an investigation. Create an analysis to use when referring cases to Enforcement.
- Provide management with a monthly statistical report disclosing the results and the number of audits performed each month.
- Send written communication to the licensees as to the result of the audit performed.

15%

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

- Gather information or data from source documents or persons and restructures information into new useful information for decision making, writes narrative descriptions, and applies the information to established criteria to develop recommendations or approve actions.
- Participate in projects, such as, policies and procedures, evaluate program performance, and participate in special projects.
- Develop and maintain a spreadsheet for the collection of statistics of all processed work for the PPU. Analyze trends, volumes, patterns, staff productivity and resource allocation.
- Develop and maintain a spreadsheet for the monthly number of deficiency letters and the reason a letter is required. Calculate the costs involved for deficiency letters on a monthly basis.
- Maintain compliance of the EMS Personnel Divisions' Records Retention Policy.
- Prepare reports requested by management.

15%

In order to ensure licensure fees are collected appropriately to fund the program and following the State Administrative Manuel (SAM) as well as the Paramedic Program Policies and Procedures, the incumbent will:

- Prepare detailed check report for fees to the Department of General Services accounting office, verify that all checks have been endorsed and batch amounts balance. These monies are deposited into the EMS Personnel Fund and the EMT Certification Fund.
- Prepare detailed check report for fines to the Department of General Services accounting office, verify that all checks have been endorsed and batch amounts balance. These monies are deposited into the General Fund.
- Prepare a check log to accompany verified check batches and sends to Department of General Services via Inter-Agency Mail. Maintain a check log of all batches sent to DGS.

5%

In order to provide quality customer service, the incumbent will:

- Research, analyze, and respond incoming emails from our stakeholders.
- Assist paramedics, providers, Local EMS Agencies' staff, paramedic training program directors, and others in resolving educational, auditing and licensing problems by phone, written communication and in person per PPU Policies & Procedures in order to ensure that accurate information is disseminated.

5%

### **Marginal Functions**

Functions as a back-up for the following functions and responsibilities;

- Reception Desk.
- Confers with EMSA Contracts Unit when necessary to amend contracts per PPU Policies & Procedures.
- Receives results of criminal offender record information received on paramedic licensees and forwards the records to the designated Special Investigator in the Enforcement Unit for handling.
- Printing Paramedic licensure cards.
- Maintain the Paramedic Licensure Reference Binder for the use of the entire licensure staff.

### **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.

**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 participate 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 be 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.
- Ability to travel on an occasional basis and occasionally work overtime.