



Controller Betty T. Yee

California State Controller's Office

Applicants with disabilities who need reasonable accommodations, such as a Sign Language interpreter, a reader, or assistance attending an interview please call (916) 323-8579.

Position:

(295) Staff Services Analyst

Position #:

051-550-5157-075

Salary Range:

\$3,298 - \$5,360

Issue Date:

10/15/2020

Contact:

Jade Celebrado (916) 464-6050

Location:

Unclaimed Property Division
10600 White Rock Road
Rancho Cordova, CA 95670

Final Filing**Date:**

10/28/2020

Individuals who are currently in this classification, or are eligible for lateral transfer or promotion, or are reachable on a certification list may apply.

For permanent positions, SROA and surplus candidates should attach "surplus letters" to their application. Failure to do so may result in your application not being considered.

Submit application package electronically via your CalCareers account or to address below:

State Controller's Office
Human Resources Office
ATTN: Classification Unit - AM
300 Capitol Mall, Ste. 300
Sacramento, CA 95814

Application package must include all the required documents. Mailed application package must include either ARF #66 or Position #051-550-5157-075 in the job title section. Application received without this information may be rejected.

FREE PARKING

Looking for a job that you can feel passionate about? Looking for work in an inviting work environment? If you are interested in working in a fast-paced environment surrounded by enthusiastic and self-motivated people, then look no further! The Office of the State Controller (SCO) is the destination Constitutional employer within the State of California.

The following link outlines a summary of benefits available to state employees:

<https://www.cahf.ca.gov/Pages/California-State-Civil-Service-Employee-Benefits-Summary.aspx>

Applications will be screened and only the most qualified will be interviewed. Application must include "to" and "from" employment dates (m/d/y), hours per week, and prior employer contact information including contact number. Applications received without this information may not be considered for this position.

Special Instructions: Please submit a resume and your degree and/or transcripts with your application. Applicants are required to provide employment history on their application. Reference to "see resume" will be disqualified from recruitment.

Please Note: This is a non-teleworking position.

The selected candidate considered for the advertised position will be required to undergo a fingerprint clearance and any offer of employment will be contingent upon live scan fingerprint results.

Scope of Position:

With supervision provided by a Staff Services Manager I in the Consumer Services Bureau, Business, Investigator and Claims Support Section of the Unclaimed Property Division (UPD) of the State Controller's Office, the incumbent may perform at the capacity of a resource person for the unit as well as within the UPD. The incumbent will process claims against unclaimed property accounts by verifying pertinent claimant information, and work in accordance with the Unclaimed Property Law, Government Code, Probate Code, Civil Code, Code of Civil Procedures, the California Code of Regulations, and UPD Policies. Claims for property, which are submitted by both the private and public sectors include: Cash, Securities, and Safe Deposit Box Contents. Duties include but are not limited to the following:

Duties and Responsibilities:

(Candidates must perform the following functions with or without reasonable accommodations.)

- 1 Draft and prepare legal requests from the Bureau to the State Controller's Legal Office, and assist with responding to questions and opinions back from the Legal Office. Provide sensitive and detailed program information to departmental officials, employees, and claimants regarding the Unclaimed Property Program, procedures, and policies. Provide guidance to the public, Corporate Executives, Public Administrators, and Investigators to resolve difficult problems.
- 1 Work on special projects that include testing the UPS2000 system and assist with writing reports for statistical analysis. Assist with preparing project management tracking spreadsheets and Issue papers. Run designated system reports and provide data to management. Participate on teams and in work groups that have divisional, departmental, and/or statewide impact on the Unclaimed Property Program. Work on complex and/or sensitive projects that have a direct impact on the efficiency and/or effectiveness of the Bureau.
- 1 Provide sensitive and detailed program information and/or direction to the general public to assist them in properly completing claim forms, and submitting accurate documentation. Provide customer service to the public by answering questions, and returning telephone and email messages regarding the program. Work with claimants or their representatives, investigators, public administrators, and businesses to resolve difficult claim issues.
- 1 Research and develop unclaimed property processing procedures, write desk procedures for claims evaluation, and coordinate and conduct training. Assist in the development and continuous improvement of curriculum and materials used to train staff on the evaluation of complex claims. Work on the most complex and/or sensitive projects that have a direct impact on the efficiency and/or effectiveness of the Bureau. Resolve issues involving Duplicate Payments, Redeposits, and Replacement Payments. Provide inventory, time, and production data to management as requested.
- 1 Function as a program expert for the Bureau, working closely with the Section, Bureau, and Division Chiefs, as well as staff from other UPD units in matters relating to claims submitted to the Bureau. Represent the Bureau on teams and in work groups, which have divisional departmental, and/or statewide impact on the Unclaimed Property Program. Resolve elevated claimant issues and concerns received via letter, email, and telephone inquiries from the public.
- 1 Process other property and claim types as needed. Assist claimants with their claims as the public counter.

Required Hours:

Monday – Friday, 8:00 a.m. – 5:00 p.m.

Desirable Qualifications:

- 1 Demonstrate a high degree of initiative and analytical ability.
- 1 Ability to work independently or as part of a team.
- 1 Ability to deal with multiple tasks and changing priorities.
- 1 Ability to provide customer service utilizing effective and professional communication.
- 1 Must be dependable, punctual and flexible to work under demanding conditions.
- 1 Good typing and word processing/computer knowledge and experience with various computer software programs such as Microsoft Outlook, Word, Excel, and Access.
- 1 Excellent organizational and research skills with attention to detail.
- 1 Ability to work quickly and accurately under pressure.
- 1 Experience in writing memos, executive reports, correspondence, and procedures.
- 1 Experience in applying and interpreting laws and regulations.
- 1 Ability to analyze information and provide a concise, clear summary of facts.

The State of California is an equal opportunity employer to all, regardless of age, ancestry, color, disability (mental and physical), exercising the right to family care and medical leave, gender, gender expression, gender identity, genetic information, marital status, medical condition, military or veteran status, national origin, political affiliation, hair style and texture, race, religious creed, sex (includes pregnancy, childbirth, breastfeeding and related medical conditions), and sexual orientation. Rev. 02/2020