



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:

(286) Staff Services Analyst

Position #:

051-550-5157-148

Salary Range:

\$3,298 - \$5,360

Issue Date:

10/9/2020

Contact:

Marisa Garcia-Martinez (916) 464-6052

Location:

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

Final Filing**Date:**

10/22/2020

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 #52 or Position #051-550-5157-148 in the job title section. Application received without this information may be rejected.

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.calhr.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 Statement of Qualifications (SOQ) and a copy of your Transcripts/Degree or Diploma with your application.

The SOQ should be no more than one-page in length and answer the following questions:

1. Based on the duties and responsibilities, how do you believe you qualify for this position?

2. What is one of your weaknesses that you have overcome? How did you go about doing this?

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:

The Quality Assurance Review (QAR) Unit 1 is responsible for performing quality review and second level approvals on all claims; paying all approved cash claims by adding them into the settlement batch, and documenting trends in errors in conjunction with working with leadership to update procedures and make recommendations on future training/retraining as necessary to mitigate future errors as appropriate.

With supervision provided by a Staff Services Manager I in the QAR Unit 1 of the Special Operations Bureau, the SSA will, with increasing independence, conduct in depth quality assurance reviews of the more complex claims approved by claim evaluators to determine if the claim meets approval requirements. This will include claims from business owners, heirs of deceased owners, investigators, and other non-Property Owner claims. The SSA will need to be knowledgeable of Unclaimed Property Law, Government Code, Probate Code, Civil Code, Code of Civil Procedure, California Code of Regulations, and the Claims Requirement List (CRL) as they apply to claim processing requirements for these types of claims and have the ability to research the CRL for specific requirements as necessary. The SSA will also require knowledge of the QAR Core Requirements and Sub-Core Requirements in UPS2000 that must be verified when performing a QAR. The incumbent will be responsible for updating UPS2000 to identify errors and provide clear communication on how to correct errors to the appropriate Claims Evaluation Unit via the QAR Error Report. Duties include but are not limited to the following:

Duties and Responsibilities:

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

- 1 Conduct QAR reviews of claims that have been evaluated and approved by the Consumer Services Bureau (CSB) evaluation staff for properties where the owner is deceased. Analyze the documents submitted with the claim package to determine and verify that the claims meet the requirements stated in the CRL. Research the CRL as necessary to determine the proper processing requirements and verify that the claimant's entitlement to the property has been proven. Utilize understanding and knowledge of Wills, Trusts, and the Probate process. Analyze Wills, Trusts, Tables of Heirship, and Final Decrees of Distribution, Letters of Administration, and Letters of Testamentary, submitted with the claim package as evidence in proving entitlement to unclaimed property. Verify and ensure appropriate distribution of property to owners following all applicable laws and rules governing the program. Identify and prevent the payment of fraudulent claims by following policies, procedures, and processes, and recommend appropriate course of action to be taken for any potential fraudulent claims.
- 1 Conduct QAR reviews of Business Owner claims that have been evaluated and approved by the CSB evaluation staff. Analyze the documents submitted with the claim package to determine and verify that the claims meet the requirements stated in the CRL. Research the CRL as necessary to determine the proper processing requirements and verify that the claimant's entitlement to the property has been proven. Utilize an understanding and knowledge of Corporate Actions such as: Mergers, Bankruptcies, Dissolutions, Forfeitures, Suspensions, Sale/Purchases, and Subsidiary Relationships. Analyze and interpret Articles of Incorporation/Dissolution, Merger Agreements, Partnership Agreements, Bankruptcy Filings, and Declarations of Loss submitted with the claim package as evidence in proving entitlement to unclaimed property. Verify and ensure appropriate distribution of property to owners following all applicable laws and rules governing the program. Identify and prevent the payment of fraudulent claims by following policies, procedures, and processes, and recommend appropriate course of action to be taken for any potential fraudulent claims.

- 1 Conduct QAR reviews of other non-property owner claims including Investigator claims, County Probated Estates, Holder Claims for Reimbursement, Government Agency claims, Legal Order to Pay claims, and other unique claim types that have been approved by CSB evaluation staff. Analyze the documents submitted with the claim package to determine and verify that the claims meet the requirements stated in the CRL. Research the CRL as necessary to determine the proper processing requirements and verify that the claimant's entitlement to the property has been proven. Utilize knowledge of the various types of claims processed and the unique processing and evidence requirements associated with each type of claim, including legal requirements for Investigator contracts and County Probated Estate claims. Verify and ensure appropriate distribution of property to owners following all applicable laws and rules governing the program. Identify and prevent the payment of fraudulent claims by following policies, procedures, and processes, and recommend appropriate course of action to be taken for any potential fraudulent claims.
- 1 Document the results of the review in UPS2000 by updating the QAR screens. Apply a status to all QAR Core Requirements in UPS2000; update the status of QAR Sub-Core Requirements to document the specific errors made on the claim; and add specific comments to explain errors and provide instructions on how to fix the error.
- 1 Process approved claims by applying a second approval in UPS2000, generating a QAR Settlement Report, and forwarding the claim along with the QAR Settlement Report to the pay desk for settlement, or to the next approval level if additional approvals are required.
- 1 Assist in development and maintenance of procedures for conducting QARs. Assist QAR management in analysis of errors made on claims and development of recommended corrective measures to reduce error rates.
- 1 Process claims that are not approved by generating a QAR Error Report and returning the claim along with the QAR Error Report to the Claims Evaluation Unit that approved the claim for correction. Perform follow up QARs when claims with errors are fixed by Evaluation staff and returned to the QAR Unit 1 for approval.

Desirable Qualifications:

- 1 Required to demonstrate a high degree of initiative and strong analytical ability.
- 1 Ability to perform research and analyze data to determine trends impacting the Special Operations Bureau.
- 1 Must be punctual and have excellent attendance.
- 1 Must have excellent communication skills, ability to develop, and deliver high quality products.
- 1 Must be open minded, and give thoughtful consideration before forming opinions and taking effective action. Exercise careful deliberations before making judgement.
- 1 Must be able to remain calm under pressure and recognize the needs of others.
- 1 Ability to work as part of a team, and independently.
- 1 Ability to handle multiple projects and meet deadlines simultaneously.
- 1 Must have strong attention to detail, use good judgement, and have the ability to take on challenges effectively.
- 1 Must be flexible and willing to learn and thrive in an environment of constant change.
- 1 Must have excellent customer service skills utilizing effective and professional communication.
- 1 Must be approachable, friendly, and have a positive attitude.
- 1 Must be continuously available to answer inquiries by unit staff.

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