

**STATE OF CALIFORNIA
CIVIL RIGHTS DEPARTMENT
DUTY STATEMENT**

Employee Name	Classification Name	Position Number
Vacant	Staff Services Analyst	326-103-5157-001
Division/Unit	Date	Prior Pos# (if applicable)
Executive Programs/ Appeals & Quality Assurance Unit	4/17/2024	326-104-1139-001

SUMMARY OF DUTIES AND RESPONSIBILITIES

A Staff Services Analyst (SSA) in the Appeals & Quality Assurance Unit (AQU) serves as a non-supervisory technical analyst. Under the general direction of the AQU's Staff Services Manager I (SSM I), the incumbent efficiently handles and decides non-complex appeals, monitors the appeal inbox, processes the intakes of appeals and other incoming correspondence, and handles customer service complaints. The incumbent also assists or undertakes special projects of the Executive Programs Division.

Essential Functions:

- 30% Processes the intake of appeal requests, monitors the appeals email inbox and mail, answers appeal related questions, and uploads appeal documents to the Department's case management system (CCRS) and Executive Programs folders. Processes other incoming correspondence to the appeal inbox and mail to the division or division units, including but not limited to customer service complaints and requests for reasonable accommodations.
- 20% Reviews non-complex appeals from decisions to close a complaint of discrimination, which includes, but is not limited to: analyzing technical issues in reference to the interpretation and application of civil rights laws, rules and regulations; analyzing information and evidence; interviewing witnesses; and requesting information from parties.
- 20% Responds to non-complex appeals, which includes but is not limited to: preparing reports pertaining to each appeal review completed in accordance with Department procedures and/or guidelines, issuing a determination in response to appeals reviewed, answering questions posed by the parties, conciliating cases where a finding on the appeal is made in complainant's favor, and referring cases to the Department's Dispute Resolution Division when the appeal is decided in complainant's favor.
- 20% Carries out projects for the SSM I, the SSM II, the AQU Assistant Deputy Director, and/or Deputy Director of Executive Programs, including but not limited to: providing assistance to other division units (e.g., Development & Training Unit, Legislative & Regulatory Unit, Outreach & Education Unit, and Research & Strategic Initiatives Unit), performing research and drafting responses to stakeholders, and gathering data and performing research in preparation of annual reports.

Marginal Functions:

- 5% Keeps informed on the developments in the field; participates in Department, Division, and Unit meetings; may participate in seminars and interact with various respondent and community groups; and identifies strategies for ensuring and improving customer satisfaction and high-quality work of the Department.
- 5% Other duties as assigned.

Work Environment, Physical or Mental Abilities:

The demands described here are representative of those that must be met by the incumbent to successfully perform the essential functions of the job with or without a reasonable accommodation.

- Requires ability to effectively handle stress and work in a noisy and fast paced environment.
- Requires daily use of a personal computer and related software applications at a workstation.
- Requires ability to complete tasks that require repetitive hand movements in the performance of daily duties, with or without reasonable accommodations and modifications to facilitate such tasks.
- Requires prolonged use of a workstation for 6.5 to 7 hours per day.
- Requires punctual and regular attendance.

Desirable Qualifications:

- Experience in or knowledge of the California Fair Employment and Housing Act (FEHA).
- Experience in or knowledge of CRD complaint process, investigative techniques, and/or settlement of complaints.
- Experience working as a project leader or coordinating efforts of representatives on projects.
- Exceptional communication skills, both verbal and in writing.
- Ability to communicate effectively and establish and maintain cooperative working relationships with co-workers and members of the public and display excellent customer service skills.
- Ability to operate a computer and knowledge of Excel, Word, and Adobe software programs.
- Ability to interpret and apply laws and regulations to specific situations.
- Ability to follow oral and written instructions and established procedures.
- Ability to gather and analyze facts and evidence, reason logically, draw valid conclusions, and make appropriate recommendations and participate effectively in investigations and interviews.
- Ability to prepare written documents and accurate detailed reports clearly and concisely.
- Ability to exercise tact, discretion, and good judgment.
- Ability to prioritize multiple assignments with competing deadlines.
- Ability to speak a second language (bilingual) or American Sign Language.

Working Conditions:

The above statements are intended to describe the general nature and level of work being performed by the incumbent. They are not intended to be an exhaustive list of all responsibilities, duties, skills, required abilities or qualifications associated with this job.

Administrative Responsibility:

Adheres to all applicable laws, rules, policies, and procedures, including the department's PRA policy and procedures.

Supervision Received:

The Staff Services Analyst receives supervision from the SSM I and may receive direction from the SSM II, the AQUA Assistant Deputy Director, and/or the Deputy Director of Executive Programs.

Supervision Exercised:

This position has no direct supervisory functions.

Personal Contacts:

The Staff Services Analyst has daily contact with Department management and staff, complainants, respondents, legal representatives, control agency representatives, and the general public.

Actions and Consequences:

Must adhere to all applicable laws, rules, policies, and procedures, including but not limited to the California Fair Employment and Housing Act, Unruh Civil Rights Act, Ralph Civil Rights Act, Disabled Persons Act, Department’s Enforcement Directives, Administrative Manual, Clerical Manual, and any directions received from Departmental management personnel. A failure to process work promptly, accurately, and with good judgment could result in the rights of complainants, respondents, and/or others, as set forth in the Fair Employment and Housing Act, Ralph Civil Rights Act, Unruh Civil Rights Act, and the Disabled Persons Act being jeopardized and/or compromised. Failure to use good judgment in handling sensitive and confidential information could result in violation(s) of individual privacy rights and Departmental policy. Failure to utilize diligence in gathering data, taking notes, or preparing reports could result in the public’s right to information being compromised or consequences to the Department from our federal partners. Failure to properly route emails and phone calls to the appropriate personnel could result in reputational or legal damage to the Department.

Special Characteristics:

Incumbent routinely works with sensitive and confidential issues and/or documents and is always expected to maintain the privacy and confidentiality of such issues and/or documents. The incumbent must also exercise a high degree of initiative, independence, sound judgment and creativity in performing tasks. Incumbent must be self-motivated, conscientious, and dependable. Professional courtesy must always be demonstrated.

Adherence to a consistent work schedule is critical to the successful performance of the position due to the heavy workload and time-sensitive nature of the work.

Certification of the Employee:

I have read and understand the duties as described above. I meet the job requirements as described above and can perform the essential functions with or without a reasonable accommodation.

Employee’s Signature

Date

Supervisor’s Signature

Date