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|  | [x] Current [x] Proposed |
| STATE OF CALIFORNIACalifornia Victim Compensation BoardRev. 09/17 |  |
| **DUTY STATEMENT** |
| EMPLOYEE | RPA NUMBER/JOB CONTROL19-054 / JC -  |
| VACANT |
| POSITION NUMBER | CLASSIFICATION | WORKING TITLE |
| 040-260-5157-012 | Staff Services Analyst  | Customer Service  |
| DIVISION | BRANCH | CBID | WWG |
| Victim Compensation Division | Claimant Assistance | R01 | 2 |
| WORK DAYS | WORK HOURS | TENURE | TIME BASE |
| Monday – Friday  | 8:00 a.m. – 5:00 p.m. | Permanent | Full-time |
| **CONFLICT OF INTEREST CLASSIFICATION** |
| This position is designated under the Conflict of Interest Code and is responsible for making, or participating in the making, of governmental decisions that may potentially have a material effect on personal financial interests. The appointee is required to complete a Form 700 within 30 days of appointment. Failure to comply with the Conflict of Interest Code requirements may void the appointment. |
| Conflict of Interest Classification? [x]  Yes [ ]  No |
| **DEPARTMENT OVERVIEW** |
| The California Victim Compensation Board (CalVCB) is a state program dedicated to providing reimbursement for many crime-related expenses to eligible victims who suffer physical injury or the threat of physical injury as a direct result of a violent crime. CalVCB funding comes from restitution paid by criminal offenders through fines, orders, penalty assessments and federal funds.Our mission is to assure the rights of victims of crime by providing responsive financial compensation through a stable restitution fund. CalVCB is a special funded department under the direction of the Government Operations Agency. |
| **EMPLOYEE ACKNOWLEDGEMENT** |
| I have read and understand the duties of this position and I certify that I possess essential personal qualifications including integrity, initiative, dependability, good judgment, and ability to work cooperatively with others; and a state of health consistent with the ability to perform the assigned duties as described above with or without reasonable accommodation. (If you believe reasonable accommodation is necessary, discuss your concerns with the hiring supervisor. If unsure of a need for reasonable accommodation, inform the hiring supervisor, who will discuss your concerns with the Office of Civil Rights). |
| EMPLOYEE’S NAME (Print) | EMPLOYEE’S SIGNATURE | DATE |
| VACANT |  |  |
| **SUPERVISOR ACKNOWLEDGEMENT** |
| I certify this duty statement represents current and an accurate description of the essential functions of this position. I have discussed the duties of this position with the employee and provided the employee a copy of this duty statement. |
| SUPERVISOR’S NAME (Print) | SUPERVISOR’S SIGNATURE | DATE |
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| STATE OF CALIFORNIA California Victim Compensation Board**DUTY STATEMENT**(REV. 09/17) **RPA 19-054** |
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| **GENERAL STATEMENT** |
| Under supervision of the Staff Services Manager I, the Staff Services Analyst (General) performs a wide variety of telephone duties and analytical tasks and serves as the primary liaison between CalVCB and claimants/victims, service providers, victim witness organizations, law enforcement, attorneys, and the public. |
| **% OF TIME PERFORMING DUTIES** | **ESSENTIAL FUNCTIONS** |
|  | **This position is designated under the Conflict of Interest Code and is responsible for making, or participating in the making, of governmental decisions that may potentially have a material effect on personal financial interests. The appointee is required to complete a Form 700 within 30 days of appointment. Failure to comply with the Conflict of Interest Code requirements may void the appointment.**The performance of duties will be accomplished in accordance with VCGCB policies and in compliance with the established rules and standards governing the program. Candidates must have the ability to perform the following essential functions with or without reasonable accommodations. |
| 50%20%20%10% | ESSENTIAL FUNCTIONS:Answer high volume calls, providing expert program knowledge to inquirers with the ability to respond to complex customer questions. * Articulately and compassionately answer calls using customer and crisis intervention skills, trauma-informed care approaches, and knowledge of CalVCB statutes, regulations, and policies.
* Perform appropriate caller verification to ensure confidentiality.
* Actively listen and ask clarifying questions to gain an understanding of the inquiry to provide an accurate response and/or determine the best course of action to resolve issues.
* Remain calm under difficult situations and control response when criticized.
* Create summary notes regarding contact within database, including actions taken to resolve the request.
* Create and/or send correspondence, upload documents into database, and update changes and corrections in database related to the inquiry.
* Ask for assistance or take direction from the Customer Service Section (CSS) manager or lead to resolve issues.
* Notify manager, lead, and/or appropriate internal staff of request or actions needed.
* Respond to external email and fax inquiries from providers, claimants, and the public.

Typical inquiries include explaining eligibility benefits, qualifications and requirements for assistance, emergency awards, covered losses and/or expenses, rate and expense limitations on benefits, filing assistance, claims verification, overpayments, and appeals processes. Review and analyze economic losses or expenses resulting from an injury to, or death of, a victim of crime, and calculate the amount of payment to claimants and/or providers after considering the maximum rates and service limitations for the type of expense. * Issue a recommendation for loss request detailing recommendation and amount of the payment. Document the analysis supporting the payment recommendation and prepare notification regarding the payment using the claims management database system, as well as any written methods including forms, letters, checklists, and other tools.
* Work with, and take direction from, the lead to resolve claim issues.
* Contact medical, mental health providers, funeral service providers, and others to verify crime-related losses incurred by the claimant. Confirm amounts paid by, or received on behalf of, the claimant, and to obtain any other pertinent information deemed necessary by the Board.
* Contact physicians and employers to substantiate claimants’ periods of disability and lost income.
* Using guidelines established by the California Victim Compensation Division (CalVCD), process requests for emergency awards.

Verify with applicable licensing boards that providers of medical services, mental health treatment, and other professional services are authorized and licensed by the State of California or other appropriate jurisdiction. MARGINAL FUNCTIONS:* Assist with workload distribution, development of telephone schedules, and monitor incoming call volumes and service levels.
* Provide ongoing oversight and support to new CSS staff on all program areas covered in training.
* Prepare and process telephone requests for applications, forms, and program information for mailing.
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| **DESIRABLE QUALIFICATIONS** |
| * Effectively operate a computer using the following software programs: Microsoft Word, Excel, Outlook, and Access.
* Ability to develop statistical data and evaluate results.
* Ability to apply and interpret policies, regulations, and laws.
* Ability to take and follow verbal or written direction from supervisors/managers.
* General knowledge of the CalVCD program to be able to establish program goals and objectives and identify and resolve program issues.
* General knowledge of the formal and informal aspects of the legislative process in order to analyze proposed legislation impacting the department.
* General knowledge of the department’s mission, goals, and policies to ensure that the progress and completion of work assignments and tasks conform to the overall objectives of the unit and/or division.
* General knowledge of governmental functions and organization at the State and local level to maintain and foster a good working relationship with our clients.

**INTERPERSONAL SKILLS:*** Ability to problem solve and use critical and creative thinking to effectively perform work as part of a team or individually.
* Display good interaction skills and the ability to deal tactfully, congenially, and in a personable manner with the public as well as with employees of the Board.
* Interact successfully in a team environment.
* Communicate successfully in a diverse community as well as with individuals from varied backgrounds.
* Be supportive of co-workers and promote their personal growth.
* Ability to foster positive working relationships with internal and external customers/clients/co-workers.
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| **PERSONAL CHARACTERISTICS and EXPECTATIONS** |
| * Demonstrated ability to act independently and as a member of a team with open-mindedness, flexibility, and tact.
* Ability to effectively handle stress and deadlines in a fast-paced work environment.
* Ability to problem-solve and use critical and creative thinking to effectively perform work.
* Display good interaction skills and the ability to deal professionally, congenially and in a personable manner with the public, other governmental entities, and staff at all levels.
* Communicate successfully in a diverse community as well as with individuals from varied backgrounds.
* Understand, follow and enforce all safety rules and procedures.
* Be supportive of management and coworkers.
* Maintain the confidence and cooperation of others.
* Ensure deadlines are met.
* Manage multiple & changing priorities.
* Maintain acceptable, consistent, and regular attendance.
* Develop and maintain knowledge and skill related to the job.
* Complete assignments in a timely and efficient manner.
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| **PHYSICAL ABILITIES** |
| * Typical work requires prolonged sitting using a computer and telephone.
* Common eye, hand, and finger dexterity is required for most essential functions.
* Grasping and making repetitive hand movements in the performance of daily duties.
* Some carrying/moving of objects up to 30 pounds.
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