

**STATE OF CALIFORNIA
DEPARTMENT OF FAIR EMPLOYMENT AND HOUSING
DUTY STATEMENT**

Employee Name	Classification Name	Position Number
Vacant	Associate Governmental Program Analyst	326-XXX-5393-XXX
Division/Unit	Date	Prior Pos # (if applicable)
Enforcement/Employment Team 2D	10/7/2021	326-256-5393-001

SUMMARY OF DUTIES AND RESPONSIBILITIES

The incumbent performs a variety of tasks under the direction of the Staff Services Manager I and may also receive direction from the Staff Services Manager II, Assistant Chief or, Chief of Enforcement. The Associate Governmental Program Analyst (AGPA) provides professional, quality service and accurate information to the public by accepting, investigating, and resolving the more varied and complex complaints of employment and housing discrimination, denial of services by a public accommodation, and acts of hate violence under the Fair Employment and Housing Act, Ralph Civil Rights Act, Unruh Civil Rights Act and the Disabled Persons Act. This is a full journey level position.

A. EMPLOYMENT INVESTIGATIVE ANALYST

Description of Essential Functions:

- 35% Independently conducts neutral fact-finding investigations into complaints of discrimination. Analyzes issues with reference to the appropriate interpretation and application of civil rights laws, rules, and regulations. Interviews and gathers information from complainants, respondents, and witnesses, reviews and analyzes documents. Determines whether a violation of the law has occurred.
- 25% Prepares formal discovery (e.g., interrogatories, subpoenas), Conducts on-site investigations, as warranted. Prepares a report pertaining to each investigation completed in accordance with Departmental procedures/guidelines. Meets time frames based on established guidelines for case investigation and as set forth by statutory requirement(s).
- 15% Explores resolution and negotiates settlements between complainants and respondents. Prepares settlement documents.
- 10% Maintains all case-related information in the department's case management system(s). Maintains proper records in compliance with Departmental procedures. Maintains case diaries to reflect changes of address, dates of correspondence and contacts, and the content of conversations.
- 10% Interprets and explains complex areas of Departmental jurisdiction to prospective complainants and respondents. Receives complaints either by telephone or in person. Determines whether complaints should be accepted for investigation or rejected. Analyzes issues with reference to the appropriate interpretation and application of various civil rights laws, rules, and regulations. Solicits sensitive information in a tactful manner in order to draft complaints. Draft's complaints.

Marginal Functions

- 5% Meetings: Attends Department meetings. May participate in seminars and interact with various respondent and community groups. Performs other duties, as assigned.

B. EMPLOYMENT INTAKE ANALYST

Description of Essential Functions:

- 35% Interprets and explains complex areas of Departmental jurisdiction to prospective complainants and respondents. Receives complaints either by telephone or in person. Determines whether complaints should be accepted for investigation or rejected.
- 25% Analyzes issues with reference to the appropriate interpretation and application of various civil rights laws, rules, and regulations. Solicits sensitive information in a tactful manner in order to draft complaints. Draft's complaints.
- 15% Independently conducts objective fact-finding investigations into complaints of discrimination. Analyzes issues with reference to the appropriate interpretation and application of civil rights laws, rules, and regulations. Interviews and gathers information from complainants, respondents, and witnesses, reviews and analyzes documents. Determines whether a violation of the law has occurred. Prepares formal discovery (e.g., interrogatories, subpoenas), Conducts on-site investigations, as warranted. Prepares a report pertaining to each investigation completed in accordance with Departmental procedures/guidelines. Meets time frames based on established guidelines for case investigation and as set forth by statutory requirement(s).
- 10% Maintains proper records in compliance with Departmental procedures. Maintains case diaries to reflect changes of address, dates of correspondence and contacts, and the content of conversations.
- 10% Explores resolution and negotiates settlements between complainants and Respondents. Prepares settlement documents.

Marginal Functions

- 5% Meetings: Attends Department meetings. May participate in seminars and interact with various respondent and community groups. Performs other duties, as assigned.

Special Requirements

Demonstrated ability to act independently, open-mindedness, flexibility, and tact.

Desirable Qualifications

- Experience in or knowledge of complete investigative techniques, methodology and/or settlement of complaints.
- 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 and Word software programs.
- Ability to interpret and apply laws and regulations to specific situations.
- Ability to follow oral and written instruction 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.
- Experience working as a project leader or coordinating the efforts of representatives on projects.
- Ability to speak a second language (bilingual) or American Sign Language preferred, but not required.

Special Personal Characteristics

Ability to function in sensitive areas in a tactful and judicious manner; willingness to work irregular hours and to travel widely within an assigned area; demonstrated objectivity and problem-solving abilities; ability to manage conflict effectively, including remaining professional and flexible during challenging interactions; and able to prioritize emergent tasks as assigned, particularly tasks with impending deadlines.

Work Environment, Physical, or Mental Abilities:

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

- Requires daily use of a personal computer and related software applications at a workstation.
- Requires ability to complete tasks that typically may require making 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 dependability and excellent attendance records.
- Requires occasional travel to conduct on-site investigations.

Supervision Received:

The AGPA receives general supervision from the Staff Services Manager I or District Administrator and may also receive direction from the Regional Administrator or Chief of Enforcement.

Supervision Exercised: None.

Personal Contacts:

The AGPA receives general supervision from the Staff Services Manager I and may also receive direction from the Staff Services Manager II, Assistant Chief or Chief of Enforcement.

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 or working conditions associated with this job.

Actions and Consequences:

The AGPA must adhere to all applicable laws, rules, policies, and procedures, including but not limited to the Department’s Enforcement Directives, Pre-Accusation Discovery Manual, and any directions received from Departmental management personnel. The AGPA interacts professionally and appropriately with a wide range of persons, internal and external to the Department, including other Department employees, complainants, respondents, attorneys and community-based organizations. The AGPA is a critical position requiring daily interaction with the public and the processing of time-sensitive and confidential documents. A failure to process work promptly, accurately and with good judgment could result in the rights of complainants and/or respondents, as set forth in the Fair Employment and Housing Act, Ralph Civil Rights Act and the Unruh Civil Rights 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.

Certification of the Employee:

I have read and understand the duties as described above for the Associate Governmental Program Analyst (AGPA). I meet the job requirements as described above and am capable of performing the essential functions with or without a reasonable accommodation.

Employee’s Signature

Date

Supervisor’s Signature

Date

**STATE OF CALIFORNIA
DEPARTMENT OF FAIR EMPLOYMENT AND HOUSING
DUTY STATEMENT**

Employee Name Vacant	Classification Name Staff Services Analyst (General)	Position Number 326-xxx-5157-xxx
Division/Unit Enforcement/ Employment Team 2D	Date 10/14/21	Prior Pos # (if applicable)

SUMMARY OF DUTIES AND RESPONSIBILITIES

The incumbent performs a variety of tasks under the supervision of the Staff Services Manager I (SSM I) but may also receive direction from the District Administrator (Staff Services Manager II), or Regional Administrator (SSM III). The incumbent provides professional, quality service and accurate information of average complexity to the public by accepting, gathering and analyzing investigative data, investigating and resolving complaints of employment and housing discrimination, denial of services by a public accommodation, and acts of hate violence under the Fair Employment and Housing Act, the Ralph Civil Rights Act and the Unruh Civil Rights Act. This class is the entry through first journey level.

A. EMPLOYMENT INVESTIGATIVE ANALYST

Description of Essential Functions:

- 35% Conducts neutral fact-finding investigations of average complexity into complaints of discrimination. Analyzes issues with reference to the appropriate interpretation and application of civil rights laws, rules, and regulations. Interviews and gathers information from complainants, respondents, and witnesses, reviews and analyzes documents. Determines whether a violation of the law has occurred.
- 25% Prepares formal discovery (e.g., interrogatories, subpoenas), Conducts on-site investigations, as warranted. Prepares a report pertaining to each investigation completed in accordance with Departmental procedures/guidelines. Meets time frames based on established guidelines for case investigation and as set forth by statutory requirement(s).
- 15% Explores resolution and negotiates settlements between complainants and respondents. Prepares for and participates in formal settlement conferences with the District Administrator, complainant(s) and respondent(s). Prepares settlement documents.
- 10% Maintains all case-related information in the department's case management system(s). Maintains proper records in compliance with Departmental procedures. Maintains case diaries to reflect changes of address, dates of correspondence and contacts, and the content of conversations.
- 10% Interprets and explains areas of Departmental jurisdiction to prospective complainants and respondents. Receives complaints either by telephone or in person. Determines whether complaints should be accepted for investigation or rejected. Analyzes issues with reference to the appropriate interpretation and application of various civil rights laws, rules, and regulations. Solicits sensitive information in a tactful manner in order to draft complaints. Drafts complaints.

Marginal Functions

5% Meetings: Attends Department meetings. May participate in seminars and interact with various respondent and community groups. Performs other duties, as assigned.

B. EMPLOYMENT INTAKE ANALYST

Description of Essential Functions:

- 35% Interprets and explains areas of Departmental jurisdiction to prospective complainants and respondents. Receives complaints either by telephone or in person. Determines whether complaints should be accepted for investigation or rejected.
- 25% Analyzes issues with reference to the appropriate interpretation and application of various civil rights laws, rules, and regulations. Solicits sensitive information in a tactful manner in order to draft complaints. Drafts complaints.
- 15% Conducts neutral fact-finding investigations of average complexity into complaints of discrimination. Analyzes issues with reference to the appropriate interpretation and application of civil rights laws, rules, and regulations. Interviews and gathers information from complainants, respondents, and witnesses, reviews and analyzes documents. Determines whether a violation of the law has occurred. Prepares formal discovery (e.g., interrogatories, subpoenas), Conducts on-site investigations, as warranted. Prepares a report pertaining to each investigation completed in accordance with Departmental procedures/guidelines. Meets time frames based on established guidelines for case investigation and as set forth by statutory requirement(s).
- 10% Maintains proper records in compliance with Departmental procedures. Maintains case diaries to reflect changes of address, dates of correspondence and contacts, and the content of conversations.
- 10% Explores resolution and negotiates settlements between complainants and Respondents. Prepares for and participates in formal settlement conferences with the District Administrator, complainant(s) and respondent(s). Prepares settlement documents.

Marginal Functions

5% Meetings: Attends Department meetings. May participate in seminars and interact with various respondent and community groups. Performs other duties, as assigned.

Desirable Qualifications:

- Experience in or knowledge of investigative techniques and methodology and/or settlement of complaints
- Ability to communicate effectively and establish and maintain cooperative working relationships with co-workers and members of the public, display excellent customer services skills
- Ability to operate a computer and knowledge of Excel and Word software programs
- Ability to interpret and apply laws and regulations to specific situations
- Ability to follow oral and written instruction and established procedures
- Ability to gather and analyze facts and evidence; reason logically, draw valid conclusions, and make appropriate recommendations
- Experience in promoting equal opportunity to protected groups, such as ethnic minorities, women,

the physically handicapped, senior citizens **or** Experience in community organization work, social group work, or other comparable experience in the human relations, industrial relations, or housing industry fields **or** Experience as a labor or management representative with substantial responsibility for the promotion and implementation of fair employment and/or housing practices within a trade, industry or organization

- Ability to speak a second language (bilingual) or American Sign Language preferred, but not required

Special Personal Characteristics

Ability to function in sensitive areas in a tactful and judicious manner; willingness to work irregular hours and to travel widely within an assigned area; demonstrated objectivity and emotional stability.

Personal Contacts

The Staff Services Analyst (General) has daily contact with Departmental management and staff, complainants, respondents, legal representatives, and the general public.

Supervision Received

The SSA receives close supervision from the Staff Services Manager I (SSM I), but may also receive direction from the District Administrator (Staff Services Manager II), Regional Administrator (SSM III) or Chief of Enforcement.

Supervision Exercised None

Work Environment, Physical, or Mental Abilities:

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

- Requires daily use of a personal computer and related software applications at a workstation.
- Requires ability to complete tasks that typically may require making 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 dependability and excellent attendance records.
- Requires occasional travel to conduct on-site investigations.

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 or working conditions associated with this job.

Actions and Consequences

The Staff Services Analyst (General) must adhere to all applicable laws, rules, policies, and procedures, including but not limited to the Department's Enforcement Directives, Pre-Accusation Discovery Manual, and direction from Departmental management personnel. The Staff Services

Analyst (General) interacts appropriately with a wide range of persons, internal and external to the Department, including other Department employees, complainants, respondents, attorneys and community-based organizations. The Staff Services Analyst (General) is a sensitive position requiring daily interaction with the public and the processing of time-sensitive and confidential documents. A failure to process work promptly, accurately and with good judgment could result in the rights of complainants and/or respondents, as set forth in the Fair Employment and Housing Act, Ralph and Unruh 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.

Certification of the Employee

I have read and understand the duties described above for the Staff Services Analyst (General). I meet all job requirements as described above and am capable of performing the essential functions with or without a reasonable accommodation.

Employee's Signature

Date

Supervisor's Signature

Date