

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

Employee Name	Classification Name	Position Number
Vacant	Associate Governmental Program Analyst	326-103-5393-704
Division/Unit	Date	Prior Pos # (if applicable)
Executive Programs/ Quality Assurance and Reporting Unit/PRA Section	11/2/22	326-103-5393-007

SUMMARY OF RESPONSIBILITIES

The Associate Governmental Program Analyst (AGPA) researches and responds to Public Records Act (PRA) requests and generates data reports on the work of the California Civil Rights Department (CRD). The AGPA works under the supervision of the Staff Services Manager I (SSMI) in the Public Records section of the Quality Assurance and Reporting Unit (QARU). Specific responsibilities include, but are not limited to:

Description of Essential Functions:

- 35% Functions as the Custodian of Records designee for the Department, responding to and processing requests for compliance reports, media/press reports, departmental policies and procedures, annual data reports, departmental contracts, and documents pursuant to the PRA, including record location and review, redaction of personal information and segregation of records exempt from disclosure by performing legal research, analyzing the relevant statute(s) and case law, prior to the production of reports and documents. Responds to a variety of inquiries from press/media, attorneys, and the public on the status of PRA requests, and provides information on the procedural aspects of processing PRA requests.
- 35% Responds to numerous, and complex PRA requests for CRD investigative files containing sensitive and/or privileged information by ensuring that all applicable laws, rules, policies, and procedures, including but not limited to the California Public Records Act, are applied correctly.
- 20% Maintains proper records of PRA requests in the Department's Case Management System (CMS) in compliance with Departmental procedures. Compiles and analyzes statistical data on PRA requests and prepares various reports of cases handled by the CRD, such as monthly reports, annual reports to the legislature, and other ad hoc reports. Submits new public records requests in CMS. Maintains request information in the CMS, updating and closing PRA requests in compliance with Department procedures.

Marginal Functions:

- 5% Participates in Department meetings, seminars, and trainings.
- 5% Other duties as assigned by the SSMI, SSMII, or Deputy Director of Executive Programs.

Desirable Qualifications:

- 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 instructions and established procedures.
- Ability to gather and analyze facts and evidence, reason logically, draw 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 multitask and manage multiple impending deadlines.
- Experience in or knowledge of the California Public Records Act.
- Experience in or knowledge of the California Fair Employment and Housing Act (FEHA), CRD complaint process, investigative techniques, and/or settlement of complaints.
- Experience in or knowledge of the California legal system and judicial processes.
- 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.

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.

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.

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.

Supervision Received:

The AGPA receives supervision from the SSMI, and may receive direction from the SSMII, and/or the Deputy Director of Executive Programs.

Supervision Exercised:

This position has no direct supervisory functions.

Personal Contacts:

The AGPA may have daily contact with Departmental management and staff, complainants, respondents, legal representatives, control agency representatives, media/press, and the general public.

Actions and Consequences:

Must adhere to all applicable laws, rules, policies, and procedures, including but not limited to the California Public Records Act, the Fair Employment and Housing Act, Unruh 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 California Public Records Act, 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 appropriate personnel could result in reputational or legal damage to the Department.

Certification of the Employee:

I have read and understand the duties as described above. 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