

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

Employee Name	Classification Name	Position Number
Vacant	Associate Governmental Program Analyst	326-103-5393-702
Division/Unit	Date	Prior Pos# (if applicable)
Executive Programs/ Quality Assurance & Reporting Unit	1/13/23	

SUMMARY OF DUTIES AND RESPONSIBILITIES

The incumbent, an Associate Governmental Program Analyst (AGPA) in the Quality Assurance & Reporting Unit, reports to the Staff Services Manager II (SSMII). The incumbent acts as a special projects analyst who efficiently handles the intake of appeals and public records requests, decides non-complex appeals, researches and responds to public records requests, and generates data reports on the work of the Civil Rights Department (CRD). The incumbent also assists or undertakes special projects of the Executive Programs Division and handles customer service complaints. Specific responsibilities include, but are not limited to, the following:

Essential Functions:

- 30% Monitors the email inbox for the Appeals and PRA Sections and responds to appeal and public records related questions, including customer service complaints. Maintains proper records of appeals and public records requests in the Department's case management system (CMS) in compliance with Departmental procedures. Processes the intake of appeal and public records requests, submits new appeal and public records requests in CMS. Maintains request information in the CMS, updates and closes appeals and public records requests in compliance with Departmental procedures.
- 30% Reviews non-complex administrative appeals, including analyzing facts, evidence, and information; interpreting and applying civil rights laws, rules, and regulations; interviewing witnesses; and requesting information from the parties. Prepares written analyses of appeals in accordance with department procedures and/or guidelines, issuing determinations in response to appeals, 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.
- 30% Functions as a Custodian of Records designee for the Department by 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 California Public Records Act (CPRA), 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. Also responds to requests for CRD investigative files containing sensitive and/or privileged information, and ensuring that all applicable laws, rules, policies, and procedures, including but not limited to the CPRA, are applied correctly. 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 public records requests.

Marginal Functions:

- 5% Keeps informed on the developments in the field; participates in Department, Division, Unit, and Section meetings, seminars, and trainings; and identifies strategies for ensuring and improving customer satisfaction and high-quality work of the Department.
- 5% Other duties as assigned by the SSMII, Assistant Deputy Director of Quality Assurance and Reporting, or Deputy Director of Executive Programs

Desirable Qualifications:

- Experience in or knowledge of the California Fair Employment and Housing Act (FEHA).
- Experience in or knowledge of DFEH complaint process, investigative techniques, and/or settlement of complaints.
- Experience working as a project leader or coordinating efforts of representatives on projects.
- Experience in or knowledge of the California Public Records Act.
- Experience in or knowledge of the California legal system and judicial processes.
- 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 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.
- 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.

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 SSMII.

Supervision Exercised:

This position has no direct supervisory functions.

Personal Contacts:

The AGPA may have daily contact with Department 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 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.

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