

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

<b>Employee Name</b>	<b>Classification Name</b>	<b>Position Number</b>
Vacant	Associate Governmental Program Analyst	326-205-5393-XXX
<b>Division/Unit</b>	<b>Date</b>	<b>Prior Pos # (if applicable)</b>
Enforcement/Communication Center	6/29/2023	

**SUMMARY OF DUTIES AND RESPONSIBILITIES**

Under direction of the Staff Services Manager II (SSM II), the Associate Governmental Program Analyst (AGPA) functions as a Language Services Analyst and is responsible for coordination of the department's language services. The AGPA responds to language service requests from colleagues and associates within the Civil Rights Department and submits requests for interpreters to the appropriate service provider; logs and tracks costs; reconciles invoices; monitors contract balances; tracks usage and costs by language and service; and maintains a Language Services web page. The AGPA also provides professional, quality service and accurate information to the public by screening and responding to email inquiries and providing sensitive and detailed program information to complainants, respondents, attorneys, the general public, and other interested parties on Civil Rights pursuant to the Fair Employment and Housing Act, Unruh Civil Rights Act, Ralph Civil Rights Act, and the Disabled Persons Act. The AGPA may also serve as backup Assistant Americans with Disabilities Act (ADA) Coordinator by responding to those who need accommodations to interact with the department.

**Language Services Analyst**

**Description of Essential Functions:**

- 35% Monitor and manage Language Services email account, telephone number, and intranet web page. Write instructions for accessing language services and update web page with language service instructions and contract updates. Respond to emails from internal requestors. Archive email requests by month after completion of service. Return calls and respond to requests for assistance and/or grievances.
  
- 30% Submit all requests for language interpreters by selecting the appropriate contract for the services needed. Log all requests on Excel spreadsheets and calculate service costs. Monitor and maintain contract balances to ensure adequate funding for services. Reconcile invoices to requests and recommend approval or rejection of invoices. Correspond with contractors on disputed invoices. Create Excel reports and calculate language use data by language and by contract/service. Independently and proactively determine when contract amendments may be needed to ensure continuity of service. Consult with other business units to forecast needs. Work closely with SSMII to write statements of work for new or amended contracts and detailed instructions for contract use, prepare forecasts for budgeting, and report language data in compliance with CRD's language access plan.
  
- 20% Analyze and respond to a high volume of email communications from the public by providing information about Departmental services as they relate to the caller's civil rights, with minimal direction. Interpret and explain Departmental jurisdiction to prospective complainants and respondents, attorneys, representatives of state

agencies and community organizations, and other members of the public, using proper spelling, punctuation, and grammar. Gather information as required to respond or make appropriate referrals and recommendations. Accurately use the Department's case management system to enter relevant case data on behalf of complainants, respondents, or associated representatives. Maintain proper records in compliance with Departmental procedures, including updating case events and notes in case management system.

Learn and apply laws, policies and procedures related to discrimination complaint processing. Review accounts in case management system and determine correct access privileges; use available resources to ensure correct parties have appropriate level of access to cases. Recommend updates to email response database.

- 10% Review reasonable accommodation requests submitted to the Department and work closely with ADA Coordinator to interact with complainants. Recommend which requests should be granted. Schedule approved accommodations and effectively communicate the status of requested accommodations to Enforcement staff.

### **Marginal Functions:**

- 5% Assist Office Technicians in responding to routine calls and callbacks from the public. Gather information as required to make appropriate referrals and recommendations.

### **Desirable Qualifications:**

- Excellent English grammar and strong writing skills.
- Ability to communicate effectively and establish and maintain cooperative working relationships with co-workers and members of the public.
- Ability to operate a computer and exhibit intermediate to advanced skill with Microsoft Excel, Outlook, and Word software programs.
- Ability to create formulas and mathematical equations in spreadsheets, represent data with charts and graphs, and explain data to colleagues.
- Knowledge of basic business finance and accounting
- Ability to interpret and apply laws and regulations to specific situations.
- Ability to follow oral and written instruction and established procedures.
- Experience preparing written documents and accurate detailed reports, clearly and concisely.
- Ability to work independently and as a member of a team.
- Excellent work ethic, attendance, and punctuality.
- Strong organizational skills.
- Ability to independently prioritize workload according to business needs

### **Special Requirements:**

Ability to: Reason logically and accurately analyze situations; read and effectively interpret information and data; prepare reports or summaries that set forth statements of facts, application of analysis and conclusions; exhibit initiative and work cooperatively with support staff and management across business units.

**Special Personal Characteristics:**

Ability to function in sensitive areas in a tactful and judicious manner; demonstrated objectivity and problem-solving abilities; ability to manage conflict by remaining professional and flexible during challenging interactions; 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 to successfully perform the essential functions of the job.

- Requires ability to effectively handle stress of multiple demands and deadlines, and work in a 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.
- Requires prolonged sitting and/or standing at a workstation for 6.5 to 7 hours per day.
- Requires punctual and regular attendance.

**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.

**Supervision Received:**

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

**Supervision Exercised:**

None.

**Personal Contacts:**

The AGPA has daily contact with other communication center team members, Enforcement investigators and supervisors, Dispute Resolution Division attorney mediators and administrative assistants, Legal Division staff, and the general public.

**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, 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 written and verbal interaction with department colleagues and associates, and the public and the processing of time-sensitive and confidential documents and information. 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 Staff Services Analyst (SSA). 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  
CIVIL RIGHTS DEPARTMENT  
DUTY STATEMENT**

<b>Employee Name</b> Vacant	<b>Classification Name</b> Staff Services Analyst	<b>Position Number</b> 326-205-5157-XXX
<b>Division/Unit</b> Enforcement/Communication Center	<b>Date</b> 6/29/2023	<b>Prior Pos # (if applicable)</b>

**SUMMARY OF DUTIES AND RESPONSIBILITIES**

Under direction of the Staff Services Manager II (SSM II), the Staff Services Analyst (SSA) functions as a Language Services Analyst and is responsible for coordination of the department's language services. The SSA responds to language service requests from colleagues and associates within the Civil Rights Department and submits requests for interpreters to the appropriate service provider; logs and tracks costs; reconciles invoices; and monitors contract balances. The SSA also provides professional, quality service and accurate information to the public by screening and responding to email inquiries and providing sensitive and detailed program information to complainants, respondents, attorneys, the general public, and other interested parties on Civil Rights pursuant to the Fair Employment and Housing Act, Unruh Civil Rights Act, Ralph Civil Rights Act, and the Disabled Persons Act. The SSA may also serve as backup Assistant Americans with Disabilities Act (ADA) Coordinator by responding to those who need accommodations to interact with the department.

**Language Services Analyst**

**Description of Essential Functions:**

- 35% Monitor and manage Language Services email account, telephone number, and intranet web page. Respond to emails from internal requestors. Archive email requests by month after completion of service. Return phone calls and respond to requests for assistance.
- 30% Submit all requests for language interpreters by selecting the appropriate contract for the services needed. Log all requests on Excel spreadsheet and calculate service costs. Monitor and maintain contract balances to ensure adequate funding for services. Reconcile invoices to requests and recommend approval or rejection of invoices. Correspond with contractors on disputed invoices. Work closely with SSMII to track language data in compliance with CRD's language access plan.
- 20% Analyze and respond to a high volume of email communications from the public by providing information about Departmental services as they relate to the caller's civil rights, with minimal direction. Interpret and explain Departmental jurisdiction to prospective complainants and respondents, attorneys, representatives of state agencies and community organizations, and other members of the public, using proper spelling, punctuation, and grammar. Gather information as required to respond or make appropriate referrals and recommendations. Accurately use the Department's case management system to enter relevant case data on behalf of complainants, respondents, or associated representatives. Maintain proper records in compliance with Departmental procedures, including updating case events and notes in case management system.

Learn and apply laws, policies and procedures related to discrimination complaint processing. Review accounts in case management system and determine correct access privileges; use available resources to ensure correct parties have appropriate level of access to cases. Recommend updates to email response database.

- 10% Review reasonable accommodation requests submitted to the Department and work closely with ADA Coordinator to interact with complainants through email outreach. Track and log response to outreach; update Excel spreadsheet as requests are granted or denied. Recommend which requests should be granted. Schedule approved accommodations and effectively communicate the status of requested accommodations to Enforcement staff.

### **Marginal Functions:**

- 5% Assist Office Technicians in responding to routine calls and callbacks from the public. Gather information as required to make appropriate referrals and recommendations.

### **Desirable Qualifications:**

- Excellent English grammar and strong writing skills.
- Ability to communicate effectively and establish and maintain cooperative working relationships with co-workers and members of the public.
- Ability to operate a computer and significant knowledge of Microsoft Excel, Outlook, and Word software programs.
- Ability to create spreadsheets and use formulas and basic mathematical equations.
- Ability to interpret and apply laws and regulations to specific situations.
- Ability to follow oral and written instruction and established procedures.
- Ability to prepare written documents and accurate detailed reports, clearly and concisely.
- Ability to work independently and as a member of a team.
- Excellent work ethic, attendance, and punctuality.
- Strong organizational skills.
- Ability to prioritize workload according to business needs.

### **Special Requirements:**

Ability to: Reason logically and accurately analyze situations; read and effectively interpret information and data; prepare reports or summaries that set forth statements of facts, application of analysis and conclusions; exhibit initiative and work cooperatively with support staff and management across business units.

### **Special Personal Characteristics:**

Ability to function in sensitive areas in a tactful and judicious manner; demonstrated objectivity and problem-solving abilities; ability to manage conflict by remaining professional and flexible during challenging interactions; 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 to successfully perform the essential functions of the job.

- Requires ability to effectively handle stress of multiple demands and deadlines, and work in a 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.
- Requires prolonged sitting and/or standing at a workstation for 6.5 to 7 hours per day.
- Requires punctual and regular attendance.

### **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.

### **Supervision Received:**

The SSA receives general supervision from the Staff Services Manager II and may also receive direction from the Staff Services Manager I or Deputy Director of Enforcement.

### **Supervision Exercised:**

None.

### **Personal Contacts:**

The SSA has daily contact with other communication center team members, Enforcement investigators and supervisors, Dispute Resolution Division attorney mediators and administrative assistants, Legal Division staff, and the general public.

### **Actions and Consequences:**

The SSA must adhere to all applicable laws, rules, policies, and procedures, including but not limited to the Department's Enforcement Directives, and any directions received from Departmental management personnel. The SSA 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 SSA is a critical position requiring daily written and verbal interaction with department colleagues and associates, and the public and the processing of time-sensitive and confidential documents and information. 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 Staff Services Analyst (SSA). 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