

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

Employee Name	Classification Name	Position Number
Vacant	Associate Governmental Program Analyst	326-205-5393-703
Division/Unit	Date	Prior Pos # (if applicable)
Enforcement/ Contact & Support	11/9/23	

SUMMARY OF DUTIES AND RESPONSIBILITIES

Under the general supervision of the Staff Services Manager II (SSM II), the Associate Governmental Program Analyst (AGPA) provides professional, quality service and accurate information to the public by serving as an initial point of contact for the Department. The AGPA screens and responds to email inquiries and provides 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 also serves as an Assistant Americans with Disabilities Act (ADA) Coordinator by responding to those who need accommodations to interact with the department. This is a full journey level position.

Communication Center Analyst

Description of Essential Functions:

30% Independently 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. Interpret and explain complex areas of 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 utilize 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; take decisive action to ensure correct parties have appropriate level of access to cases. Keep up to date on legislative changes impacting the Department's services and provide critical updates to email response database.

25% Process reasonable accommodation requests by reviewing requests submitted to the Department and corresponding with complainants to begin the interactive process. Work closely with ADA Coordinator to analyze and determine which requests should be granted; identify and recommend reasonable alternatives when requests cannot be granted. Schedule approved accommodations and effectively communicate the status of requested accommodations to Enforcement staff.

- 20% Independently analyze assigned issues of various subject matter with reference to the appropriate civil rights laws, rules, and regulations. Recommend course of action for resolution, including but not limited to updating training materials for continuing education of office technicians and other Enforcement Division staff.
- 15% Monitor and manage Language Services email account. Assist Enforcement staff in preparing or submitting language services requests when needed. Review and reconcile language service invoices. Update contract logs to maintain accurate balance of remaining funds. Recommend and prepare contract amendment requests as needed.

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. Receive and process complaints either by telephone or by email.
- 5% Create, edit, and run routine administrative reports from the Department's case management system as assigned. Analyze reports for discrepancies or anomalies; research anomalies and provide feedback on recommended course of action to resolve. Format reports for distribution in Excel worksheet format. Performs other duties as assigned.

Desirable Qualifications:

- Excellent grammar and strong writing skills.
- Ability to communicate effectively and establish and maintain cooperative working relationships with co-workers and members of the public
- Demonstrated experience providing excellent customer service
- Ability to operate a computer and significant 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 prepare written documents and accurate detailed reports clearly and concisely.
- Ability to work independently and as a member of a team.
- Excellent work ethic.
- Excellent attendance and punctuality.
- Strong organizational skills.
- Ability to independently prioritize workload according to business needs.
- Bilingual in Spanish is preferred, but not required.

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 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 Deputy Director of Enforcement.

Supervision Exercised:

None.

Personal Contacts:

The AGPA has daily contact with other communication center team members, Enforcement investigators and supervisors, 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 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 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
CIVIL RIGHTS DEPARTMENT
DUTY STATEMENT**

Employee Name Vacant	Classification Name Staff Services Analyst	Position Number 326-205-5157-703
Division/Unit Enforcement/Contact & Support	Date 11/9/23	Prior Pos # (if applicable)

SUMMARY OF DUTIES AND RESPONSIBILITIES

Under the general supervision of the Staff Services Manager II (SSM II), the Staff Services Analyst (SSA) provides professional, quality service and accurate information to the public by serving as an initial point of contact for the Department. The SSA screens and responds to email inquiries and provides 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 also serves as an Assistant Americans with Disabilities Act (ADA) Coordinator by responding to those who need accommodations to interact with the department. The work required is beyond an entry level analyst position.

Communication Center Analyst

Description of Essential Functions:

30% 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.

25% 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.

20% Analyze assigned issues of various subject matter with reference to the appropriate civil rights laws, rules, and regulations.

15% Monitor and manage Language Services email account. Assist Enforcement staff in preparing or submitting language services requests when needed. Review and reconcile language service invoices. Update contract logs to maintain accurate balance of remaining funds. Recommend and prepare contract amendment requests as needed.

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.

5% Create, edit, and run routine administrative reports from the Department's case management system as assigned. Analyze reports for discrepancies or anomalies; research anomalies and provide feedback on recommended course of action to resolve. Format reports for distribution in Excel worksheet format. Performs other duties as assigned.

Desirable Qualifications:

- Excellent grammar and strong writing skills.
- Ability to communicate effectively and establish and maintain cooperative working relationships with co-workers and members of the public.
- Demonstrated experience providing excellent customer service.
- Ability to operate a computer and significant 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 prepare written documents and accurate detailed reports clearly and concisely.
- Ability to work independently and as a member of a team.
- Excellent work ethic.
- Excellent attendance and punctuality.
- Strong organizational skills.
- Ability to independently prioritize workload according to business needs.
- Bilingual in Spanish is preferred, but not required.

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 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 Deputy Director of Enforcement.

Supervision Exercised:

None.

Personal Contacts:

The SSA has daily contact with other communication center team members, Enforcement investigators and supervisors, 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 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