

Department of Consumer Affairs

Position Duty Statement

HR-041 (new 07/2015)

Classification Title Staff Services Analyst	Board/Bureau/Division Communications Division
Working Title Correspondence Analyst	Office/Unit/Section / Geographic Location Consumer Information Center (CIC) Correspondence Unit (CU)/Sacramento
Position Number 605-300-5157-010	Name and Effective Date

General Statement: Under the supervision of the Correspondence Unit Manager (CU) and Administrative Services Manager I (SSM I), the Staff Services Analyst is responsible for responding to written correspondence regarding consumer issues, assisting in the Consumer Information Center (CIC) Call Center. Specific duties include, but are not limited to, the following:

A. SPECIFIC ASSIGNMENTS [Essential (E) / Marginal (M) Functions]

70% (E) Written Correspondence Research and Response

- Analyzes and researches consumer issues and prepares appropriate responses to moderately complex and sensitive written correspondence referred to the Department of Consumer Affairs (DCA) by the Governor's Office; Business, Consumer Services and Housing Agency; the Legislature and the Director's Office. Responds to written correspondence, including electronic mail, from consumers, applicants, licensees, and legislators regarding general consumer complaints and inquiries by using effective judgement to apply the appropriate laws and regulations that govern DCA's programs. (35%)
- Works closely with various DCA programs to prepare formal responses to consumer, applicant, or licensee complaints and inquiries of average complexity. The formal response process requires an analysis of the complaint, verifying Board/Bureau jurisdiction, and drafting a response based on information provided by the DCA program. Researches and enhances knowledge of applicable laws, rules, and regulations that govern DCA's programs related to the consumer complaint. (30%)
- Maintains knowledge of governmental functions, DCA's jurisdiction, and other non-jurisdictional referrals. Reviews and analyzes proposed laws, rules and regulations that govern DCA's programs and advises management on the potential impact. (5%)

15% (E) Call Center, CU and Admin Support

- Assists the CIC Call Center by answering the CIC toll-free Consumer Phone Line per operational needs. Educates the public by providing information to consumers related to general consumer issues and makes them aware of basic laws, rules, regulations, policies and procedures utilizing the CIC On-Line Directory and client agency provided "most frequently asked questions" covering both jurisdictional and non-jurisdictional issues. Uses customer service techniques to diffuse situations with difficult or upset individuals.
- Acts as a backup to the CU AGPA in responding to, monitoring, or archiving Public Records Act requests; or generating weekly/monthly reports for the CU Manager, CIC Managers, or other Departmental offices.
- Assists the AGPA by monitoring, shadowing, coordinating and participating in the training of any new Correspondence Unit employee at the Office Technician (Typing) and Staff Services Analyst classification levels.

10% (E) Special Project Assignments

- Performs special projects and assignments assigned by the SSM I, other CIC Managers (SSMI/SSMII), the Directors' Office, and/or the Chief of the Division of Programs and Policy Review. (5%)
- Assists CU staff in the development and/or revision of policies, procedures, or resource materials. (5%)

5% (M) Serve as a Back-up

- Acts as a back-up to the Management Services Technician in the Administrative Services Unit in responding to BreEZe-related inquiries.
- Acts as a backup to the CU Office Technician (Typing) in performing electronic mail administrator duties, opening/closing files, responding to Military/Refugee emails, or updating statistical logs.

B. Supervision Received

The Staff Services Analyst receives supervision and assignments from the Staff Services Manager I in the Correspondence Unit. However, direction and assignments may also come from other CIC Managers (SSMI/SSMII) and/or the Chief of the Division of Programs and Policy Review.

C. Supervision Exercised

None

D. Administrative Responsibility

None

E. Personal Contacts

The incumbent has routine daily contact with CIC staff (Managers, Supervisors, and line staff) for direction and research, and with the general public to communicate the Department's information or referrals. The SSA has occasional contact with various programs within the Department, Legislative staff and State/Local/Out-of-State/Federal Government Agencies to research or respond to requests.

F. Actions and Consequences

This position is critical to the success of the CU. Failure of the Staff Services Analyst to properly follow procedures, complete their assigned tasks, or meet deadlines can result in increased or delayed correspondence causing other program-related correspondence to go unanswered for extended periods of time. This may also result in additional workload for the team.

G. Functional Requirements

The SSA works 40 hours per week in an office setting with artificial light and temperature control. The incumbent uses a personal computer, photocopier, printer, and telephone daily. Stationery positions consistent with office work are required. The incumbent must occasionally walk, reach to a maximum height of six feet and stoop to floor level to retrieve or replace files, and occasionally lift a very light amount (less than 20 lbs.). Needs to occasionally deliver or retrieve mail correspondence to and from several areas of DCA's headquarters building.

H. Other Information

The incumbent routinely works with sensitive and confidential information and/or materials and is expected to maintain the privacy, confidentiality and discretion of documents and topics pertaining to individuals or to sensitive program matters. Incumbent must possess at a minimum, the following skills and abilities to support the achievement of the Division's goals and objectives:

- Maintain consistent and regular attendance;
- Report to work on time;
- Strong communication skills (written and verbal), reading comprehension, and interpersonal skills;
- Use good judgment in decision-making, exercise creativity and flexibility in problem identification and resolution;
- Ability to work cooperatively with others;
- Work efficiently and keep work organized;
- Ability to work with changing priorities or due dates;
- Be responsive to management needs;
- Look and act in a professional manner; and
- Maintain good working relationships with staff, management, stakeholders, governmental agencies, and the public.

In all job functions, employees are responsible for creating an inclusive, safe, and secure work environment that values diverse cultures, perspectives, and experiences, and is free from discrimination. Employees are expected to provide all members of the public equitable services and treatment, collaborate with underserved communities and tribal governments, and work toward improving outcomes for all Californians.

I have read and understand the duties listed above and I can perform these duties with or without reasonable accommodation.

(If you believe reasonable accommodation is necessary, discuss your concerns with the hiring supervisor. If unsure of a need for reasonable accommodation, inform the hiring supervisor, who will discuss your concerns with the Health & Safety analyst.)

Employee Signature

Date

Printed Name, Staff Services Analyst

I have discussed the duties of this position with and have provided a copy of this duty statement to the employee named above.

Supervisor Signature

Date

Printed Name, Staff Services Manager I