

**DUTY STATEMENT**

<b>EMPLOYEE</b> VACANT		<b>RPA # / JOB CONTROL #</b> 26-002 / JC-468454	
<b>POSITION NUMBER</b> 040-215-5393-011	<b>CLASSIFICATION</b> Associate Governmental Program Analyst	<b>WORKING TITLE</b> Program Analyst	
<b>DIVISION</b> Victim Compensation	<b>SECTION/UNIT</b> Program Policy	<b>CBID</b> R01	<b>WWG</b> 2
<b>WORK DAYS</b> Monday - Friday	<b>WORK HOURS</b> Supervisor Discretion	<b>TENURE</b> Permanent	<b>TIME BASE</b> Full-time

**CONFLICT OF INTEREST CLASSIFICATION**

This position is designated under the Conflict of Interest Code and is responsible for making, or participating in the making, of governmental decisions that may potentially have a material effect on personal financial interests. The appointee is required to complete a Form 700 within 30 days of appointment. Failure to comply with the Conflict of Interest Code requirements may void the appointment.

Conflict of Interest Classification?    ☒ Yes    ☐ No

**DEPARTMENT OVERVIEW**

The California Victim Compensation Board (CaIVCB) is a state program dedicated to provide financial assistance to victims of crime and help them restore their lives. At CaIVCB, we work to reduce the impact of crime on victims' lives. We reimburse crime-related expenses, connect victims with services and support, and do all we can to inform and empower victims.

**Our Mission:** CaIVCB is a trusted partner in providing restorative financial assistance to victims of crime.

**Our Vision:** CaIVCB helps victims of crime restore their lives.

**EMPLOYEE ACKNOWLEDGEMENT**

I have read and understand the duties of this position and I certify that I possess essential personal qualifications including integrity, initiative, dependability, good judgment, and ability to work cooperatively with others; and a state of health consistent with the ability to perform the assigned duties as described above 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 Office of Civil Rights).

<b>EMPLOYEE'S NAME (Print)</b>	<b>EMPLOYEE'S SIGNATURE</b>	<b>DATE</b>
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**SUPERVISOR ACKNOWLEDGEMENT**

I certify this duty statement represents current and an accurate description of the essential job functions of this position. I have discussed the duties of this position with the employee and provided the employee a copy of this duty statement.

<b>SUPERVISOR'S NAME (Print)</b>	<b>SUPERVISOR'S SIGNATURE</b>	<b>DATE</b>
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**GENERAL STATEMENT**

Under the direction of the Staff Services Manager I (SSM I) in the Program Policy unit the Associate Governmental Program Analyst (AGPA) independently performs the more responsible, varied, and complex technical analytical staff services assignments in the areas of policy, procedure planning, research, development and processing of applications and bills. The AGPA may act in a lead capacity or as an expert resource, sometimes working with high-level administrators, to resolve difficult problems within the analyst's scope of responsibility. The AGPA will work on a wide variety of projects and assignments, depending on departmental needs, and is expected to complete all projects and assignments in a thorough and timely fashion, meeting agency and division standards and expectations.

**PERCENTAGE  
OF TIME  
SPENT****DUTIES****%****ESSENTIAL JOB FUNCTIONS**

45%

- Responsible for all stages of policy and procedure development and implementation, training, incorporating feedback and edits requested by management.
- Lead, monitor, and track project progress and deliverables and facilitate cross-functional project teams using available technology to communicate project progress and status to the SSM I.
- Responsible for updating and maintaining the Board's online manual, consistently and dependably meet critical deadlines.

25%

- Process the more complex applications and bills to determine a recommendation to allow or deny. This requires both review and analysis of sensitive and explicit crime information to identify the elements of a qualifying crime
- Evaluate bills to verify expenses as crime related
- Identify and apply reimbursement sources to the allowable amounts
- Determine the payment amounts in accordance with statutes and regulations governing CalVCB.
- Responsible for a variety of tasks/responsibilities that support the processing of applications and bills. This may include, but is not limited to, Spanish Language Coordinator, Spanish Assistance Mailbox/Team coordinator, requests for vehicle modification and/or purchases, home modifications, warrants refunds/returns, reconsiderations on the board's own motion, pre-authorizations for dental, cosmetic surgery, and medical equipment.

20%

Communication with management, team members, and project stakeholders plays a vital role in the success of this position. The AGPA will communicate effectively and efficiently to different audiences in a variety of modalities: verbally, written, and digital presentations. All communication needs to be professional, trauma-informed, diplomatic, accurate, and timely.

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	Administrative tasks will include but are not limited to: create, improve, and maintain staff manual and tracking logs/systems. The AGPA will assist with the Policy Outlook Inboxes.
<b>%</b>	<b><u>MARGINAL JOB FUNCTIONS</u></b>
10%	Attend training as necessary to perform the essential functions of the position. Act as a Subject Matter Expert to assist with training new staff. Acts as a backup to the Customer Service Section on a rotational or, as needed, basis to provide coverage. Assist in projects such as user acceptance testing for technology changes and updates to Cares2.

**DESIRABLE QUALIFICATIONS**

- Proficiency with the following software programs: Microsoft Word, Excel, PowerPoint, Outlook, Access; Articulate 360 or other eLearning software, Adobe Premier Elements or other audio/video editing software; web conferencing and.
- Strong research & writing skills.
- Ability to understand statistical data and evaluate results.
- Ability to apply and interpret policies, regulations, and laws.
- General knowledge of principles, practices, and trends in the field of talent development.
- Ability to communicate effectively to a variety of audiences.
- Ability to take complex topics and communicate key information in a simple, straightforward manner.
- Ability to create visually compelling presentations and documents.
- Ability to take and follow verbal or written direction from supervisors/managers.
- General knowledge of CalVCB's mission, goals, and policies to ensure that the progress and completion of work assignments and tasks conform to the overall objectives of the unit and/or division.

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- General knowledge of the Victim Compensation Division to establish program goals/objectives and identify/resolve program issues.
- General knowledge of public and business administration, government functions, and methods and techniques of effective leadership.
- General knowledge of the formal and informal aspects of the legislative process in order to analyze proposed legislation impacting the department.
- General knowledge of governmental functions and organization at the State and local level to maintain and foster a good working relationship with our clients.

**PERSONAL CHARACTERISTICS AND EXPECTATIONS**

- Customer-service oriented, demonstrates professional customer service skills & strong interpersonal skills.
- Ability to work both independently and as a member of a team with open-mindedness, flexibility, and tact.
- Demonstrates good interpersonal skills by performing in a professional and personable manner with the public, other governmental entities, and staff at all levels, successfully developing and maintaining their confidence and cooperation.
- Ability to work under pressure and meet deadlines in a fast-paced work environment, effectively managing multiple & sometimes rapidly changing priorities.
- Uses appropriate and effective communication methods and strategies.
- Consistent use of critical and creative thinking skills to solve problems and complete work assignments.
- Perform successfully in a diverse community as well as with individuals from varied backgrounds by demonstrating respect and appreciation for differences in all interactions.
- Understands, follows, and enforces all safety rules and procedures.
- Is supportive of management and coworkers.
- Develops and maintains knowledge and skill related to the job.
- Maintains acceptable, consistent, and regular attendance.

**PHYSICAL ABILITIES**

- Typical work requires prolonged sitting using a computer and telephone.
- Common eye, hand, and finger dexterity is required for most essential functions.
- Grasping and making repetitive hand movements in the performance of daily duties.
- Some carrying/moving of objects up to thirty pounds.