

DUTY STATEMENT

EMPLOYEE Vacant		RPA # / JOB CONTROL # 26-023 / JC-497629	
POSITION NUMBER 040-115-5393-003	CLASSIFICATION Associate Governmental Program Analyst (AGPA)	WORKING TITLE Quality Assurance Analyst	
DIVISION External Affairs and Compliance	SECTION/UNIT Compliance/Quality Assurance	CBID R01	WWG 2
WORK DAYS Monday – Friday	WORK HOURS 8AM to 5PM	TENURE Permanent	TIME BASE 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 (CalVCB) is a state program dedicated to provide financial assistance to victims of crime and help them restore their lives. At CalVCB, 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: CalVCB is a trusted partner in providing restorative financial assistance to victims of crime.

Our Vision: CalVCB helps victims of crime restore their lives.

EMPLOYEE ACKNOWLEDGEMENT

I have read and understand the duties of this position and certify 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).

EMPLOYEE'S NAME (Print) Vacant	EMPLOYEE'S SIGNATURE	DATE
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SUPERVISOR ACKNOWLEDGEMENT

I certify this duty statement represents a current and 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.

SUPERVISOR'S NAME (Print)	SUPERVISOR'S SIGNATURE	DATE
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RPA 26-023**GENERAL STATEMENT**

Under the direction of the Staff Services Manager I (SSM I), the Associate Governmental Program Analyst (AGPA) serves as a key member of the Quality Assurance team, responsible for conducting post-process reviews of the Victim Compensation Division (VCD) work items to ensure compliance with the statutes, regulations, and policies governing CalVCB. The AGPA independently performs complex analytical work, evaluating program activities, investigating potential compliance or fraud issues, and preparing comprehensive reports that support program improvement and accountability. The incumbent also provides support to the Ombudsperson's Unit, facilitates stakeholder communication, collaborates with internal areas such as Audits, Fraud, Data Analysis, and contributes initiatives in an effort to enhance operational efficiency, transparency, and public trust.

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

60%

Plans, organizes, and conducts comprehensive post-process reviews of VCD work items and internal procedures to evaluate compliance with applicable statutes, regulations, and policies. Utilizes Microsoft statistical software tools and various methods to collect, analyze, interpret, and evaluate data by applying the principles of completed staff work to produce well-developed recommendations. Prepares clear, concise, and data-driven reports that identify trends, assess root causes, and provide recommendations to improve operational efficiency and program effectiveness. Conducts internal reviews across all divisions to investigate compliance, stakeholder concerns, and potential procedural inefficiencies. Analyze findings and prepare formal reports supported by relevant data and documentation. Collaborate with staff and management to discuss findings and identify systemic issues. Participates in special projects at the direction of the Executive Team on an Ad hoc basis when warranted.

15%

Responds promptly and professionally to escalated complaints submitted to the Ombudsperson's Unit and for investigating allegations of fraud reported via CalVCB's Fraud Hotline. This includes evaluating the nature, urgency, and complexity of each matter, ensuring impartiality, sensitivity, and strict confidentiality throughout the process. Assesses incoming referrals—whether received via phone, email, or the Investigation Referral Form. Reviews for accuracy, completeness, and investigative viability. For viable cases, conducts thorough investigations, compiles relevant data, and presents findings to management. In handling Ombudsperson matters, prepares clear and well-documented responses and exercises sound judgment in resolving complex or sensitive issues involving internal and external stakeholders. Actively participates in meetings, provides updates on assigned inquiries, and responds to executive requests for information or clarification.

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10%	Facilitates communication and the exchange of information between all stakeholders, this includes participating in routine and cross divisional meetings, developing and leading presentations, and ensures that critical updates and information are clearly conveyed. Additionally, provides analytical and operational assistance to the Audits and Data Analysis areas as needed.
10%	Conducts cursory reviews of randomly selected allowed bills prior to payment to ensure compliance with applicable statutes, regulations, policies, and benefit limitations. Reviews must be completed promptly and professionally, with a focus on identifying billing errors or overpayments. Applies sound judgment and analytical skills to verify that payment determinations align with program guidelines. Findings will be documented and communicated.
%	<u>MARGINAL JOB FUNCTIONS</u>
5%	Performs other duties as assigned.

DESIRABLE QUALIFICATIONS

- Effectively operate a computer using the following software programs: Microsoft Word, Excel, Outlook, and Access.
- Ability to develop statistical data and evaluate results.
- Ability to apply and interpret policies, regulations, and laws.
- Ability to take and follow verbal or written direction from supervisors/managers.
- General knowledge of the VCP program to be able to establish program goals/objectives, identify/resolve program issues, etc.
- General knowledge of the formal and informal aspects of the legislative process in order to analyze proposed legislation impacting the department.
- General knowledge of the department'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.
- 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

- Demonstrated ability to act independently and as a member of a team with open-mindedness, flexibility, and tact.
- Ability to effectively handle stress and deadlines in a fast-paced work environment.
- Ability to problem-solve and use critical and creative thinking to effectively perform work.
- Display good interaction skills and the ability to deal professionally, congenially and in a personable manner with the public, other governmental entities, and staff at all levels.
- Communicate successfully in a diverse community as well as with individuals from varied backgrounds.
- Understand, follow and enforce all safety rules and procedures.
- Be supportive of management and coworkers.
- Maintain the confidence and cooperation of others.
- Ensure deadlines are met.
- Manage multiple & changing priorities.
- Maintain acceptable, consistent, and regular attendance.
- Develop and maintain knowledge and skill related to the job.

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- Complete assignments in a timely and efficient manner.

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.