

STATE OF CALIFORNIA
CALIFORNIA VICTIM COMPENSATION BOARD
Rev. 04/22



DUTY STATEMENT

EMPLOYEE Vacant		RPA # / JOB CONTROL # 26-054 / JC-500242	
POSITION NUMBER 040-260-5157-904	CLASSIFICATION Staff Services Analyst	WORKING TITLE Spanish Speaking Customer Call Center Analyst	
DIVISION Victim Compensation	SECTION/UNIT Customer Care	CBID R01	WWG 2
WORK DAYS Monday through Friday	WORK HOURS 8:00 a.m. to 5:00 p.m.	TENURE Limited-Term	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 providing financial assistance to victims of crime and helping 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)	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 26-054**GENERAL STATEMENT**

Under supervision of the Staff Services Manager I, the Bilingual Staff Services Analyst (General) performs a wide variety of telephone duties and analytical tasks and serves as the primary liaison between CalVCB and claimants/victims, service providers, victim witness organizations, law enforcement, attorneys, and the public.

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

50%

Answer high volume inbound calls in both Spanish and English, analyze complex customer questions, and provide expert program knowledge to inquiries with the ability to apply knowledge of CalVCB statutes, regulations, and policies.

- Handle high intensity calls in a compassionate, calm, and understanding manner.
- Assist victims of crimes, victims' family members, and witnesses of crimes apply to the program.
- Identify callers' needs, clarify information, research every issue, and provide solutions.
- Perform appropriate caller verification to ensure confidentiality.
- Remain calm under difficult situations and control response when criticized.
- Create summary notes regarding contact within the claims management database, including actions taken to resolve the request.
- Create and/or send correspondence, upload documents into claims management database, and update changes and corrections in database related to the inquiry.
- Ask for assistance or take direction from the Customer Service Section (CSS) manager or lead to resolve issues.
- Notify manager, lead, and/or appropriate internal staff of request or actions needed.

20%

Independently responsible for monitoring and responding to written inquiries, in both Spanish and English, received from external email and fax inquiries from stakeholders ensuring responses are thoughtful, articulate, and professional, demonstrating understanding, compassion, and empathy.

- Communicate, verbally and in writing, with victims, the victim's survivors, the victim's family members, landlords, service providers, caregivers, and a variety of other entities and/or individuals in an understanding and compassionate manner.

20%

Verify with applicable licensing boards that providers of medical services, mental health treatment, and other professional services are authorized and licensed by the State of California or another appropriate jurisdiction.

- Submit copies of the service provider's W-9 and license to provider maintenance for processing.

Initiate check trace/stop payment requested by claimants, providers, and attorneys.

- Complete the check trace request form and submit to accounting for processing.

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5%	Prepare in both Spanish and English correspondence in response to requests for applications, forms, and program information for mailing. - All written communication will be thoughtful, articulate, and use professional language consistent with customer service principles and practices. Analyze requests for losses of expenses related to medical, dental, funeral/burial, mental health, rehabilitation, relocation and other expenses submitted to CalVCB for reimbursement and determine whether the expenses are directly crime-related, on an as needed basis. - Apply relevant reimbursement sources to payment requests. - Issue a recommendation for each loss requested detailing whether payment should be made, and, if so, the amount of the payment. - Document the analysis supporting the payment recommendation, including forms, letters, checklists and other tools, and prepare notification regarding the payment.
%	<u>MARGINAL JOB FUNCTIONS</u>
5%	- Other job-related functions as assigned and required. - Prepare weekly processing reports for review by the SSM I. - Prepare other reports as needed. - Attend and participate in team meetings. - Work with the unit Associate Governmental Program Analyst lead and SSM I to resolve application and bill issues. - Educate the public and partner with stakeholders to ensure public access to services. - Act as a Subject Matter Expert, on an as needed basis, to assist the Training Section.

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 CalVCB program to be able to establish program goals and objectives and identify and resolve program issues.
- 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.

INTERPERSONAL SKILLS:

- Ability to problem-solve and use critical and creative thinking to effectively perform work as part of a team or individually.
- Display good interaction skills and the ability to deal tactfully, congenially, and in a personable manner with the public as well as with employees of the Board.
- Interact successfully in a team environment.
- Communicate successfully in a diverse community as well as with individuals from varied backgrounds.

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- Be supportive of co-workers and promote their personal growth.
- Ability to foster positive work relationships with internal and external customers/clients/co-workers.

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.
- 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.
- Some carrying/moving of objects up to 30 pounds.