

**DEPARTMENT OF JUSTICE  
OFFICE OF THE ATTORNEY GENERAL  
DIRECTORATE DIVISION  
COMMUNITY AWARENESS, RESPONSE, AND ENGAGEMENT OFFICE  
VICTIMS' SERVICES UNIT**

**NAME:** Vacant

**CLASSIFICATION:** Analyst I

**WORKING TITLE:** Administrative Coordinator

**STATEMENT OF DUTIES:** Under the supervision of the Supervisor I, the Analyst I performs a variety of analytical and administrative tasks related to the essential functions of the Victims' Services Unit (VSU). A high degree of initiative, professionalism, tact, and discretion are required. The Analyst I is responsible for learning and adhering to office policies, protocols, and procedures, and working cooperatively and courteously with others while maintaining consistent and regular work attendance. In addition, the Analyst I will develop cooperative and professional working relationships with internal and external stakeholders to advance the mission of VSU and Community Awareness, Response, And Engagement Office (CARE). The Analyst I performs duties that require independent action, analysis, political acumen, excellent interpersonal skills, diplomacy, flexibility, and the ability to work under pressure.

**SUPERVISION REQUIRED:** Reports directly to the Supervisor I and may receive direction from the Assistant Deputy Director.

**SUPERVISION EXERCISED:** None.

**TYPICAL PHYSICAL DEMANDS:** Ability to sit, type, rotate, and work at a computer workstation for up to 8 hours daily to complete assignments. Ability to occasionally lift and move up to 40 pounds.

**TYPICAL WORKING CONDITIONS:** In a remote work environment, home office, or similar environment. At the office, an enclosed or open-space cubicle in a smoke-free environment. Occasional travel is required.

**ESSENTIAL FUNCTIONS:**

40% **Intake Support:**

Screen and process all VSU correspondence by email, phone, and mail. Assess completeness of VSU requests and Requests for Criminal Appeals; research, troubleshoot, and analyze appropriate responses for a broad range of inquiries submitted, and either triage for assignment or respond to general resources and

information. Prepare correspondence in response to requests within the Attorney General's Office, outside governmental agencies, the prisons, the Legislature, and the general public. Retrieve and prepare case records as requested from legal staff and VSU staff. Handle requests from victims of crime and constituents for language translations and Americans with Disabilities assistance when contacting the office. Prepare and maintain VSU documents and files, including developing and managing database systems. Evaluate internal processes and procedures for best practices and streamlining and make recommendations for improvement to Supervisor I. Support VSU staff with administrative tasks including but not limited to tracking key performance indicators set by Supervisor I; forecasting resource needs; monitoring stock, supplies, mail, and monthly postage costs; managing VSU's calendar and scheduling; developing meeting agendas; taking meeting notes and tracking action items and follow-up items for the next meeting; and assisting with travel logistics and administrative assignments.

20% **Publications & Webpage Coordination:**

Maintain all publications and publications requests, including but not limited to inventory, internal and external requests, printing management, and coordination of translation in accordance with the California Government Code. Maintain and update all VSU publications internally and departmentwide, ensuring accuracy and accessibility. Assist the Supervisor I with reviewing and editing of Department publications and webpage relating to victims' rights and services to ensure trauma informed language, best practices, and legal accuracy after legislative initiatives that impact victims' services. Manage large quantities of materials for distribution to local government and non-government agencies and outreach public events. Track supplies and printing invoices for VSU by consulting with the department's budget and accounting staff.

20% **Statistical Data and Grant Reporting:**

Compile, analyze, and prepare data for internal and mandated State and Federal reporting. Perform data entry in computerized record keeping system to maintain accurate case records and statistics. Initiate and maintain case logs and document case activities and files. File and track all appropriate forms, services, and reports. Assist the Supervisor I in review and analysis of statistics in services provided to crime victims to identify gaps and needs and develop recommendations.

15% **Outreach and Training:**

Research and identify relevant trainings on victims' services to ensure VSU staff are aligned with best practices and trends in the field of victims' services, fulfill mandated training requirements, and a trauma informed approach is used in the delivery of services. Coordinate training for VSU staff, including but not limited to travel arrangements, accounting requests, and mandated record keeping of all outreach efforts and trainings attended by VSU staff. Participate in planning and facilitating training of public education, speaking engagements, conferences, meetings, victim advocate trainings, community outreach events, and special projects. Support VSU staff in outreach events by updating presentation talking points and PowerPoints in

collaboration with Analyst IIs, coordinating and preparing required DOJ forms, informational packets, supplies, equipment, and other needs for outreach. Assess outreach initiatives and make recommendations on improvements for optimal delivery of services.

5% **Special Assignments:**

Assist in special projects and tasks related to the Unit's strategic initiatives. Provide administrative support to VSU through support staff functions.

---

I have read and understand the essential functions and typical physical demands required of this job (please check one of the boxes below regarding a Reasonable Accommodation):

- I am able to complete the essential functions and typical physical demands of the job without a need for a reasonable accommodation.
- I am able to complete the essential functions and typical physical demands of the job but will require a reasonable accommodation. I will discuss my reasonable accommodation request with my supervisor.
- I am able to perform one or more of the essential functions and typical physical demands of the job, even with a reasonable accommodation.
- I am not sure that I will be able to perform one or more of the essential functions and typical physical demands of the job and will discuss the functional limitations I have with my supervisor.

---

Employee Signature                      Date

---

Supervisor Signature                      Date

(Rev. 4/2026)