

Classification Title: Analyst II	Branch/Division/Bureau: Enforcement Division
Working Title:	Office/Unit/Section/Geographic Location: Sacramento / San Francisco / Los Angeles
Position Number (13 Digit): 411-170-5393-xxx	Conflict of Interest Position: <input checked="" type="checkbox"/> NO <input type="checkbox"/> YES
RPA Number:	Work Schedule: Monday – Friday, 8:00 a.m. – 5:00 p.m
Employee Name:	Effective Date:

CORE VALUES/MISSION:

The California Privacy Protection Agency (CalPrivacy)’s mission is to protect Californians’ consumer privacy. CalPrivacy implements and enforces the California Consumer Privacy Act (CCPA). Its responsibilities include: 1) rulemaking in a highly complicated, technical, sometimes contested, and nuanced area; 2) supporting awareness across California’s diverse population on issues related to privacy and data security, including the new rights provided to them by the law; and 3) administrative enforcement of those rights.

POSITION CONCEPT:

Under the direction of the Supervisor I, the Analyst II in the Enforcement Division will serve as the lead complaints analyst and primary point of contact for the Complaints Unit; perform administrative and procedural tasks in connection with processing consumer complaints, including prepare reports; maintain internal tracking systems and track complaints and responses, intake and process consumer complaints, and send responses to consumers. The incumbent will also support the Enforcement Division’s attorneys in their efforts to carry out case investigations and administrative actions.

ESSENTIAL FUNCTIONS

30% Review, organize, and assess consumer complaints submitted to the Agency through the online complaint system and any paper complaints. Streamline complaint response protocols and update internal procedures. Prepare and send responses to consumers pursuant to complaint response system protocols. Track consumer complaints, Agency responses, and associated outcomes of any enforcement inquiry based on a complaint submission. Develop and continuously improve internal processes to ensure complaints are received, reviewed, analyzed, and responded to in an efficient and timely manner. Draft, maintain and update internal guidance documents covering complaint handling and the general complaint process. Maintain

accurate data relating to enforcement actions, investigations, and consumer complaints. Analyze and maintain statistical data to monitor the status of complaints and prepare reports on same.

- 30% Provide support to attorneys by participating in investigations, including through gathering and reviewing evidence and preparing related reports. Analyze and maintain statistical data to monitor the status of enforcement actions and prepare reports on same. Assist attorneys in case activities including drafting investigatory requests and correspondence, preparing documents for production, and drafting and preparing legal documents in accordance with the Administrative Procedure Act. Ensure accurate and timely records of correspondence, documents, and other communications during investigations and litigation. Maintain calendars for investigatory and enforcement activities to ensure critical deadlines are met. Research and document process for filing documents with Office of Administrative Hearings, coordinate the submission of legal filings with same, including managing case documents. Proofread legal documents and cite-check them for proper citation format.
- 20% Develop manual and computerized systems for managing documents, summarizing, and organizing trial evidence, and assisting attorneys during administrative hearings. Analyze, manage and maintain complaint and evidentiary documents for use in investigations and administrative enforcement actions. Develop, maintain, and continuously improve the Enforcement Division's document gathering processes related to investigations through eDiscovery software such as Everlaw, Relativity, Concordance, or similar document review platforms. Implement a case management system to track and monitor the lifecycle of enforcement matters, including actions taken and resolution. Provide accurate and timely information to the Enforcement Division's legal team regarding investigations and cases. Work with the Enforcement Division's legal team to ensure compliance with the Administrative Procedure Act and work with the Office of Administrative Hearings.
- 15% Continuously monitoring and triaging shared email inboxes to identify priority items, time-sensitive requests, and required follow-up actions. This involves reviewing incoming messages, categorizing or flagging them appropriately, and routing inquiries to the correct staff or workflow. The role also requires accurately calendaring deadlines, due dates, meetings, and tasks that arise from email communications, ensuring that all required actions are recorded, tracked, and completed on time. Effective performance in these duties relies on strong attention to detail, the ability to interpret deadlines and instructions from email content, and maintaining an organized system to support timely responses and workflow management.

MARGINAL FUNCTIONS

- 5% Perform other job-related duties to support Enforcement efforts as required, including, manage travel and meeting logistics, manage and respond to departmental requests from other agency staff and/or from consumers, manage communications to the

public, and arrange for mailing of hard-copy documents.

WORK ENVIRONMENT OR PHYSICAL ABILITIES

- Professional office environment.
- Some travel may be required.
- Monday - Friday workweek with work outside of normal business hours, as needed. The position is part of a distributed team that involves teleworking and reporting to the office as needed/required.
- Daily and frequent use of computer and variety of office software applications.
- Ability to occupy office workstation for extended periods of time.

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

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