

**DEPARTMENT OF JUSTICE
DIVISION OF LAW ENFORCEMENT
BUREAU OF FIREARMS
Customer Support Center**

JOB TITLE: Analyst II

STATEMENT OF DUTIES: Under the general direction of the Supervisor I (SUP I), the Analyst II (AN II) acts as the lead analyst in the Customer Support Center (CSC). The AN II is responsible for providing initial training to new Analysts I (AN I) and assists with the more difficult phone inquiries from dealers, certified instructors, law enforcement, and the public. The AN II provides budgetary, analytical, regulatory, and technical support on a variety of duties, issues, and concerns relative to the DROS Entry System (DES), Firearm Certification System (FCS), and the main public information line. The AN II works independently, and demonstrates discretion and flexibility. The AN II must have the ability to learn, interpret, and administer complex State and Federal firearms laws. The AN II is responsible for gathering, analyzing, tracking and reporting statistical information pertaining to DROS and FCS-related billing, submission, reconciling, and transaction issues originating from the State's firearms dealers, certified instructors, and the public in order to ensure an efficient work process. Overtime will be required on occasion, which will include weekends and holidays.

SUPERVISION RECEIVED: Directly supervised by the SUP I.

SUPERVISION EXERCISED: None.

TYPICAL PHYSICAL DEMANDS: Ability to sit, type, rotate, and work at a computer workstation for up to eight hours a day in order to prepare work assignments. Ability to lift and move items weighing up to 20 pounds.

TYPICAL WORKING CONDITIONS: Work in an open work area and smoke-free environment.

ESSENTIAL FUNCTIONS

50% Independently gathers, analyzes, tracks and reports on a daily, weekly, and monthly basis, statistical information pertinent to DROS and FCS-related billing, submission, reconciling and transaction issues originating from firearms dealers, certified instructors, and the public to ensuring an efficient work process. Performs the most difficult technical work required in compiling, reviewing, computing, displaying, projecting and analyzing BOF internal statistical data. Interprets findings and documents results of the data analysis in order to identify and resolve problems and develop alternative solutions for program operations. This involves studying and refining existing statistical data, determining and developing additional data needs and making recommendations. Utilizes the above data to prepare statistical reports, graphs and charts and issues memoranda for use by management.

- 20% Initiates and prepares DES and FCS budget reports, transaction reports, credit/debit card reports with regard to revenue collections, reconciles against bank statements, and develops tables, charts, and graphs to display statistical data for presentation to management. Initiates collection efforts and works with the Division of Administrative Support to ensure collections are forwarded to credit collection companies and the Franchise Tax Board.
- 10% Prepares verbal responses via telephone communication and written correspondence via e-mail and as needed to firearms dealers, certified instructors, law enforcement, credit card vendor(s)/contractor(s), and the public.
- 10% Reviews proposed legislation and conducts bill analyses relative to DROS and FCS transaction processing as required in order to determine program fiscal impact.
- 5% Produces operational items such as desk procedures for this position and updates as necessary.
- 3% Develops Information Bulletins regarding all aspects of the DES, FCS, APPS LEA for dissemination to firearms dealers, law enforcement, certified instructors, and special groups, etc.; develops issue memos including problem identification, data analysis, consideration of alternatives and appropriate recommendations; and updates related summary reports and yearly state-mandated publications for the BOF.
- 2% Serves as a representative at meetings and conferences and performs other duties as assigned by the SUP I.

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 unable 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