

Department of Financial Protection and Innovation

Position Duty Statement

DFPI HRO 203 (Rev. 07-2021)

NAME AND EFFECTIVE DATE	EFFECTIVE DATE
CLASSIFICATION TITLE Analyst 3	POSITION NUMBER 104-5402-XXX
WORKING TITLE Outreach Specialist	DIVISION/OFFICE/UNIT/SECTION Office of Public Affairs/Targeted Outreach
BARGAINING UNIT S01	GEOGRAPHIC LOCATION San Francisco

General Statement: Under the general direction of the Targeted Outreach Director, Supervisor 2, the Analyst 3 represents the Department of Financial Protection and Innovation (DFPI) and promotes the initiatives of the California Consumer Financial Protection Law (CCFPL) through educational and outreach activities across the state. This position requires excellent writing, communication, and public-speaking skills as well as a high degree of independence, as the incumbent will be connecting and engaging with under-resourced groups such as older adults, military and veterans, immigrant communities, and students.

Duties include, but are not limited to, the following:

A. Specific Assignments [Essential (E) / Marginal (M) Functions]:

- 40% (E)** The incumbent will plan, organize, coordinate, and participate in education and outreach activities, events, and meetings within an assigned geographic region. Engages and receives feedback from consumers regarding DFPI initiatives. This may require traveling to participate in events, presentations, and public speaking at events, as well as hosting webinars and developing materials for promotion. The incumbent will also develop relationships with local community-based organizations and cultivate a robust network of contacts.
 - 40% (E)** Works closely with the DFPI's internal units and the Office of Public Affairs team to assist in the creation and delivery of oral, print, and digital communications to consumers, news media, and other stakeholders. This may include reports, presentations, articles, and other collateral.
 - 10% (E)** Researches, recommends, and implements sensitive departmental policies and procedures related to education and outreach. Documents and advises DFPI leadership on consumer-related issues reported from interactions at events and presentations.
 - 5% (E)** Assists in tracking metrics and develops reports for the Office of Public Affairs to document CBO engagement and participation.
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5% (E) Performs other related duties as required.

B. Supervision Received

This position reports under the general direction of the Targeted Outreach Director, Supervisor 2, however, direction and assignments may also come from the Deputy Commissioner of the Office of Public Affairs and other DFPI leadership and staff.

C. Supervision Exercised

None.

D. Administrative Responsibility

None.

E. Personal Contacts

- 1) Peers: DFPI staff and leadership
- 2) General public, consumers, businesses, and DFPI Licensees
- 3) Consumer advocates, community leaders, and other governmental agencies
- 4) Business, Consumer Services, and Housing Agency

F. Actions and Consequences

If the duties and responsibilities described for this position are not performed adequately, negative consequences to the DFPI's Targeted Outreach efforts, the Communications Division's goals, and the Department's mission include:

- 1) An uninformed consumer base who are vulnerable to scams, fraud, and unscrupulous business practices.
- 2) An incomplete and limited communication channel to the public, news media, licensees, and registrants.
- 3) Noncompliance with the California Consumer Financial Protection Law.

G. Functional Requirements

The incumbent works 40 hours per week in an office setting, with artificial light and temperature control and may be required to travel throughout the state by various methods of transportation, both locally and out-of-town, for engagement activities.

H. Other Information

None.

CONFLICT OF INTEREST

This position is subject to Title 10, section 3830 of the California Code of Regulations, the Department of Financial Protection and Innovation's Conflict of Interest Regulations. The incumbent is required to submit a Statements of Economic Interests (Form 700) within 30 days of assuming office, annually by April 1st and within 30 days of leaving office.

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

Employee's Printed Name, Classification

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

Supervisor's Printed Name, Classification
