Department of Consumer Affairs
Position Duty Statement
HR-41 (Revised 7/2015)

Classification Title Analyst II	**Board/Bureau/Division** Bureau of Household Goods and Services
Working Title Case Management Analyst	**Office/Unit/Section/Geographic Location** Enforcement Division / Sacramento
Position Number 609-110-5393-803	**Name / Effective Date**

General Statement: Under the direction of the Enforcement Chief (Supervising Special Investigator II) the Analyst II independently performs complex analytical duties for the Enforcement Division. The Case Management Unit is comprised of Analyst II's that are responsible for complex analytical tasks and provide guidance to Bureau staff on citation and case management issues. Duties include, but are not limited to the following:

A. SPECIFIC ACTIVITIES (Essential (E)/ Marginal (M) Functions)

35% (E) Case and Citation Management

Based on independent analysis of relevant statutes and regulations, issues case and citation numbers for enforcement staff. To support this work, incumbent will use the Consumer Affairs System (CAS), case trackers, and multiple enforcement logs. Track unpaid citations and make recommendations based on analysis of potential further disciplinary action.

The incumbent reviews citations issued by enforcement staff to ensure accuracy of legal codes and compliance with Bureau Policies and Procedures. Incumbent will also work with the applicable enforcement unit to correct errors, withdraw inappropriate actions, or modify citations.

To support undercover sting operations, performs onsite initial of Bureau laws and regulations to identify applicable statutes, Bureau jurisdiction, and triage cases.
Identifies and escalates cases requiring assistance from outside law enforcement agencies. Creates case files and develops an inventory of evidence located in the scene, gathers case documents and labels sting files. Issues case numbers, citation numbers, and infraction packets for field staff.

Manages the communications, logistics, and reviews enforcement unit statements for Bureau Citation Review Conferences (CRC) to ensure notifications, scheduling, and all Bureau statements conform with California legal requirements, including all legal service of process requirements. The incumbent will schedule CRCs and will send decision letters. Coordinates all Cited Persons' requests for hearing with Bureau staff, the Office of Administrative Hearing, and the Attorney General's Office.

Monitors unpaid citations, sends follow-up notices, and refers to collections. Ensures enforcement related accounts receivables are discharged in accordance with applicable DCA policies and procedures, and applicable state and federal laws and regulations.

Serve as the Bureau's Probation Monitor by monitoring licensees on probation, triaging files, and sending deficiency letters.

20% (E) Statistical Analysis and Reporting

Works in all Bureau databases including the CAS, the Applicant Tracking System (ATS), Quality Business Interactive Reporting Tool (QBIRT), the Transportation Management Information System (TMIS), Excel, and Connect to compile statistical information and Department of Consumer Affairs (DCA) performance measures for quarterly, annual, and sunset reporting.

Completes detailed Access/Excel based summary reports of Bureau enforcement activities to the Enforcement Chief. Provides a measurable or comparison table analysis with differential percentage breakdowns. Compiles data and drafts written enforcement sections for all Bureau reports and Advisory Council materials.

Provides research support to field staff by searching the Consolidated Lead Evaluation and Reporting (CLEAR) database, case databases, tracking spreadsheets, and citation logs.

15% (E) Fleet Management

Facilitates the Bureau's fleet management to include **Monthly:** Collect and prepare mileage logs from fleet drivers and submit to DCA fleet; update Field Mileage Log; review and prepare monthly WEX Card Statements and GeoTab invoices for management approval. **Annually:** Prepare Vehicle Home Storage Permits, Authorization to Use Privately Owned Vehicles, WEX/Citibank MOU documents for fleet driver signature; prepare annual Fleet Acquisition Plan. **Quarterly:** Assist in the preparation of underutilization reports; manage Department of Motor Vehicles (DMV) Pull Notifications. **Ongoing/As Needed:** Coordinate with fleet drivers and Department of General Services (DGS) fleet inspectors for necessary vehicle repairs, maintenance, tire purchases, accident reporting, towing, SMOG checks, recall notifications, vehicle surveys; prepare and submit required forms for new fleet drivers and train new drivers on fleet procedures; receive registration renewal tags, prepare renewal tag memos for each tag and FedEx to the fleet driver; maintain vehicle binders and spare keys for each vehicle; attend DCA Fleet Liaison meetings.

10% (E) Coaching, mentoring, and workflow management.

Provides mentoring and training to Bureau staff in data entry into Bureau Enforcement databases. Reviews and edits Enforcement staff work product, as needed; assists in citation and case management training of new staff; provides training and support to Special Investigators with respect to fleet vehicles.

Works with the Enforcement Chief to prioritize Case Management assignments; recognizes the need to adjust priorities and makes changes as appropriate.

10% (E) Enforcement Liaison

Serves as the Bureau's enforcement liaison with the DCA's Legal Affairs Division, the California Attorney General's Office, the Office of Administrative Hearings, and other state agencies and local law enforcement agencies, including district attorneys' offices, as required on all Bureau enforcement or disciplinary actions. This includes but is not limited to, preparing cases for referral to the attorney general's office, scheduling personnel testimony preparations, and preparing evidence for transmittal.

Provides mail support to field staff by monitoring the Certified Mailbox to mail correspondence.

10% (E) Enforcement Support

Enforcement Policies and Procedures: In coordination with management, draft, revise, and maintain enforcement-related Bureau policies and procedures. Track enforcement personnel's adherence to established Bureau policies and procedures. When errors or violations of policies or procedures occur, work with the applicable enforcement or compliance supervisor to make corrections in paperwork and properly document in Bureau databases and assist management in any training necessary to ensure further errors or violations do not occur.

Enforcement Records: Ensure enforcement records, evidence, and other materials are properly maintained, stored, and preserved in accordance with the Bureau Records Retention Schedule and California evidence rules for all Bureau enforcement and disciplinary actions.

Special Projects: Performs other analytical, writing, or research tasks that intermittently arise for the Bureau. Works on special projects related to Enforcement and Field Operations (updating and designing forms, extracting, and working with Licensing Unit's data, and developing any needed correspondence). Attend outreach events to assist field staff.

B. Supervision Received

The Analyst II's directly supervised by the Enforcement Chief however, directions and assignments will also come from the Bureau Chief, the Deputy Chief, Compliance Unit Supervisor I, Supervising Special Investigators, and field staff.

C. Supervision Exercised

None.

D. Administrative Responsibility

None.

E. Personal Contacts

The Analyst II has daily contact with management and field staff to assist in planning and meeting Bureau goals, objectives, and activities. The Analyst II will have regular communication with all levels of staff within the Bureau, local law enforcement entities, including communications with attorneys, paralegals, and hearing officers. The Analyst II will also interact with industry groups, legislative offices, and the public. The Analyst II is required to maintain a positive and professional working relationship with all parties.

F. Actions and Consequences

Failure to timely and accurately perform the duties of this position, exercise good judgment, or effectively administer the laws and regulations that govern the Bureau's regulated industries may result in reduced protection to consumers and licensees and jeopardize the Bureau's integrity. Failure to work with all parties in the Personal Contacts section of this Duty Statement could negatively impact on employee morale and the Bureau's ability to carry out its mission.

G. Functional Requirements

The incumbent works 40 hours per week in an office setting, with artificial light and temperature control. The ability to use a personal computer and telephone is essential. Sitting and standing requirements are consistent with office work; however, the position may require bending and stooping and occasionally lifting to 20 pounds.

The Analyst II must be proficient with Microsoft Office programs, be able to conduct internet research, and have the ability to learn all DCA and Bureau databases to retrieve, correct, verify, and report all enforcement information.

When participating in enforcement sting and sweep operations, the incumbent will occasionally work under difficult conditions and be exposed to extremes in temperature, high noise levels, storage containers, and large vehicles.

The incumbent will be required to travel occasionally by various methods of transportation. The incumbent must possess a valid driver's license and is expected to drive safely and adhere to all road laws.

H. Other Information

The incumbent must possess excellent communication skills, use good judgment in decision making, exercise creativity and flexibility in problem identification and resolution, manage time and resources effectively, and respond to management and field staff needs. Confidentiality and discretion are required due to the nature and sensitivity of the documents handled. The incumbent must work with considerable independence as the lead of the Case Management Unit. Regular attendance and punctuality are an essential part of this job.

Department of Motor Vehicles Employer Pull Notice Program: The incumbent shall participate in the Department of Motor Vehicles (DMV) Employer Pull Notice Program, which is a process for providing the Department with a report showing the driver's current public record as recorded by the DMV, and any subsequent convictions, failures to appear, accidents, driver's license suspensions, driver's license revocations, or any other actions taken against the driving privilege or license, added to the driver's DMV record.

This is a CORI sensitive position. Title 11, section 703(d) of the California Code of Regulations requires criminal record checks of all personnel who have access to Criminal Offender Record Information (CORI). Pursuant to this requirement, applicants for this position will be required to submit fingerprints to the Department of Justice and be cleared before hiring. In accordance with DCA's CORI procedures, clearance shall be maintained while employed in a CORI-designated position.
Additionally, the incumbent routinely works with sensitive and confidential issues and/or materials and is expected to maintain the privacy and confidentiality of documents and topics pertaining to individuals or to sensitive program matters at all times.

Diversity, Equity, Inclusion, and Accessibility (DEIA): In all job functions, employees are responsible for creating an inclusive, safe, and secure work environment that values diverse cultures, perspectives, and experiences, and is free from discrimination. Employees are expected to provide all members of the public equitable services and treatment, collaborate with underserved communities and tribal governments, and work toward improving outcomes for all Californians.

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 and Classification

I have discussed the duties of this position with and have provided a copy of this duty statement to the employee named above.

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Supervisor Signature   Date

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Printed Name and Classification

Revised: 6/26/2026

Classification Title Analyst I	**Bureau** Household Goods and Services
Working Title Case Management Analyst	**Division / Geographic Location** Enforcement Division, Sacramento
Position Number 609-110-5157-XXX	**Name and Effective Date**

General Statement: Under the supervision of the Enforcement Chief, the Analyst I (Analyst) is responsible for, but not limited to, the following duties:

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

30% (E) Citations
With guidance of the Lead Case Management Analyst II (Lead Analyst), audits the data entry and legal documents associated with Bureau-issued citations and works with the applicable enforcement unit to correct errors, withdraw inappropriate actions, or modify citations.

Reviews enforcement unit statements for Bureau citation review conferences to ensure notifications, scheduling, and all Bureau statements conform with California legal requirements, including all legal service of process requirements.

Refers cited persons' requests for hearings with Bureau staff, the Office of Administrative Hearing, and the Attorney General's Office.

20% (E) Statistical Analysis and Reporting
Works in all Bureau databases including CAS, ATS, QBIRT, TMIS, to compile statistical information and Department of Consumer Affairs (DCA) performance measures for quarterly, annual, and sunset reporting.

Works with the Lead Analyst to compile data and draft written enforcement sections for all Bureau reports and Advisory Council materials.

Creates and presents a finished product of investigations and enforcement reports to the Enforcement Chief, Supervising Special Investigator I's, and Compliance Unit Supervisor I to review and follows through after approvals/revisions are made.

Completes and submits detailed Access/Excel based summary reports of Bureau enforcement activities to the Enforcement Chief. Provide a measurable or comparison table analysis with differential percentage breakdowns.

15% (E) Administrative Responsibilities
Handles field staff training requests, meeting coordination, supply and shipping requests. Assists field staff with travel coordination and reimbursement. Attends citation review conferences, civil hearings, and criminal hearings, when necessary.

15% (E) Communications
Responds to calls, emails, faxes, inquiries from Bureau staff. If necessary, forwards inquiries to other units or staff for processing.

10% (E) Enforcement Policies and Procedures
Work with the Lead Analyst to draft, revise, and maintain all enforcement-related Bureau policies and procedures. When errors or violations of policies or procedures occur, work with the applicable enforcement supervisor or manager to make corrections in paperwork and properly document in Bureau databases.

5% (E) Enforcement Records
Ensure enforcement records, evidence, and other materials are properly maintained, stored, and preserved in accordance with the Bureau records retention schedule and California evidence rules for all Bureau enforcement and disciplinary actions.

5% (M) Other
Works on special projects related to Enforcement and Field Operations (updating and designing forms, extracting, and working with Licensing Unit's data, and developing any needed correspondence).

B. Supervision Received
The Analyst I is directly supervised by the Enforcement Chief but may receive guidance and requests in handling cases from the Lead Analyst. The Analyst I may receive assignments directly from the Bureau Chief, Special Investigator, Compliance Unit Supervisor I, or other Bureau supervisors.

C. Supervision Exercised
None

D. Personal Contacts
The Analyst I has daily contact with management to assist in planning and meeting Bureau goals, objectives, and activities. The Analyst I will have regular communication with all levels of staff within the Bureau and personnel with the state and local law enforcement entities, including communications with attorneys, paralegals, and hearing officers. The Analyst I will also interact with industry groups, legislative offices, and the public. The Analyst I is required to maintain a positive and professional working relationship with all parties.

E. Actions and Consequences
Failure to timely and accurately perform the duties of this position, exercise good judgment, or effectively administer the laws and regulations that govern the Bureau's regulated industries may result in reduced protection to consumers and licensees and jeopardize the Bureau's integrity. Failure to work with all parties in the personal contacts section could negatively impact on employee morale and impact on the Bureau's ability to carry out its mission.

F. Functional Requirements
The incumbent works 40 hours per week in an office setting, with artificial light and temperature control. The ability to use a personal computer and telephone is essential. Sitting and standing requirements are consistent with office work. The incumbent will need to position him/herself to retrieve files, and occasionally light transportation of boxes, files, or office equipment, up to 10 lbs.

H. <u>Other Information</u>

The incumbent must possess excellent communication skills, use good judgment in decision making, exercise creativity and flexibility in problem identification and resolution, manage time and resources effectively, and respond to management and field staff needs. Confidentiality and discretion are required due to the nature and sensitivity of the documents handled. The incumbent must work with considerable independence as the lead of the Case Management Unit. Regular attendance and punctuality are an essential part of this job. The incumbent may be required to travel occasionally by various methods of transportation.

This is a CORI sensitive position. To perform the duties of this position, the employee must have fingerprint clearance.

Title 11, section 703(d) California Code of Regulations requires criminal record checks of all personnel who have access to Criminal Offender Record Information (CORI). Pursuant to this requirement, applicants for this position will be required to submit fingerprints to the Department of Justice and be cleared before hiring. In accordance with DCA's CORI procedures, clearance shall be maintained while employed in a CORI-designated position. Additionally, the position routinely works with sensitive and confidential issues and/or materials and is expected to maintain the privacy and confidentiality of documents and topics pertaining to individuals or to sensitive program always matters.

<u>Diversity, Equity, Inclusion, and Accessibility (DEIA):</u> In all job functions, employees are responsible for creating an inclusive, safe, and secure work environment that values diverse cultures, perspectives, and experiences, and is free from discrimination. Employees are expected to provide all members of the public equitable services and treatment, collaborate with underserved communities and tribal governments, and work toward improving outcomes for all Californians.

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 Date

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, Classification Date

Revised 6/2026