

Duty Statement Rank and File

Section I**POSITION INFORMATION**

A. Current Position Number	B. Probationary Period/Job Evaluation Period	C. Form 700 Filer?
785-403-5393-XXX	12 Months	No
D. Incumbent Name	E. Classification/Job Title	F. Date of Hire
	Analyst II	
G. Unit, Section, Division	H. Location	
Compliance Unit, Special Filings & Compliance Section, Business Programs Division	Sacramento	
I. Name of Immediate Supervisor/Manager	J. Classification/Title of Immediate Supervisor/Manager	
Shernee Tousant	Supervisor I	
K. CBID (Bargaining Unit)	L. Time Base	M. Tenure
R01	Full Time	Permanent
N. Work Schedule	O. Work Hours	P. Telework
Monday – Friday	8:00 AM – 5:00 PM	Hybrid
Q. Background Check Required	R. Job Requires Driving Automobile	S. Certification Required
☒ Yes	☐ Yes	☐ Yes
☐ No	☒ No	☒ No

Section II**JOB DESCRIPTION**

Indicate the major functions and associated duties, and the percentage of time spent on each (list higher percentages first). Essential functions assigned less than 5% should be combined with other task statements. The total percentage of all functions, including marginal, must equal 100%.

DESCRIBE THE ORIGINAL SETTING AND MAJOR FUNCTIONS

Under the direction of the Supervisor I and/or Supervisor II, this full journey level position will work collaboratively with all levels of Business Programs Division staff, including attorneys, investigators, and management to perform analytical duties in support of the Compliance Unit. The incumbent will respond to notarial complaints, requests for information, handle sensitive and confidential issues, and work with considerable independence in evaluating documents submitted by applicants, law enforcement agencies and superior courts relative to a notary or applicant's criminal history. Confidentiality and discretion are required due to the nature and sensitivity of the documents processed. The position requires the ability to draft proposed laws, suggest revisions to existing laws, and interpret the laws related to notarial and criminal law. The position also requires the ability to draft, revise, and interpret regulations and policies related to notarial law, criminal convictions, rehabilitation criteria, penal code, and other criminal code violations. Additional duties include policy and program evaluation and analysis, system development, modification, testing and implementation, training and training development, legislative analysis, research, internal and online operations management, planning, outreach, education, and resource creation.

Position performs tasks which has access to criminal history. Therefore, due to the nature of work performed; incumbent must complete a background check.

ESSENTIAL FUNCTIONS

Percentage	Description of Duty
30%	<u>Case Management, Analysis, and Correspondence:</u> Independently review and research public complaints received via phone, mail, electronically and in person against notaries public concerning suspected or alleged misuse of commission privileges, violations of laws, rules or regulations, as well as the moral character of applicants for notary public commission, and, if warranted, recommending appropriate disciplinary action be taken. Complaint review consists of evaluating complaint and inspection histories to determine violation or complaint patterns. Appropriate action includes requesting an inspection, using correspondence to request more information from the complainant or respondent, or referral to law enforcement if potential criminal violations are involved. Independently review, gather, and evaluate incoming inspection and/or reports, notary journals and photographs along with any supplemental report information obtained to determine appropriate disciplinary action. Respond in writing and/or by telephone to complex complaints regarding notaries public from consumers, notaries, applicants, and other enforcement entities. Interpret and explain laws related to notaries public and applicants for a notary public commission to consumers, notaries public, applicants, and other enforcement or governmental agencies. Perform internal administrative functions such as monitoring caseload using monthly reports and case aging reports to ensure efficiency and compliance. Track the final actions taken against the notaries public and applicants and the outcome of any administrative hearings. Research and respond appropriately by phone, email, mail, and/or in person to issues and questions raised by attorneys, notaries, complainants, the public, internal and external agency requests, law enforcement, etc.
25%	<u>Administrative Review and Discipline:</u> Independently identify; gather; assemble; evaluate; and preserve complainant, witness, notaries public, applicants, and expert statements; and other evidence used in administrative hearing. Independently review all evidence obtained during investigation for sufficient facts that support a violation of the law. Prepare concise, detailed reports of the events of an investigation, which includes documenting evidence and statements from witnesses, and a general synopsis to ensure the findings are fully supported by facts and other evidence. Recommend appropriate action to the Supervisor II. Communicate in writing and/or by telephone with the Attorney General's Office, SOS Investigators, other jurisdictional agencies (including law enforcement), complainants, notaries public and applicants during the investigation of cases. Provide discipline recommendations to the Supervisor I and/or Supervisor II, and SOS Attorneys. Write accusation documents which are served on notaries public and applicants outlining the violations of law and the reasons for revocation of a notary's

	commission or denial of an application to become a notary public. Consult with the SOS Attorneys during case preparation, settlement negotiations, hearings and testify at hearings if necessary. Evaluate proposed decisions prepared by the Administrative Law Judge, for accuracy. Review and analyze proposed and new legislation to determine operational and business impact. Independently develop the most complex revenue and expenditure estimates for implementation of legislation. Draft language for proposed legislation and amendments. Assist in the implementation of legislation including revising and developing written operation procedures for staff reference and training.
20%	<u>Online System Development, Monitoring, Maintenance, and Regulation:</u> Act as a lead in monitoring and developing systems for online notarization and resolving technical issues for internal and external users. Develop, implement, and monitor administrative processes of online notarizations, including overseeing administrative disciplinary review. Assist with development of regulations regarding the online notarization program and oversee the review and certification of online providers. Develop, modify, and/ or provide revisions to official state forms and publications to accommodate for online notarization processes that are accurate and adhere statutory regulations. Work independently and coordinate with staff of all levels from the division, other divisions, and stakeholders to effectively develop and implement new modules, software, system workflows, reports, and processes in new or existing automated systems. Research and analyze programmatic data and processes to identify operational problems and efficiencies, develop alternatives, and make recommendations to assist management in making decisions. Correspond by phone, email and/or in person, including conducting meetings, for the purpose of discussing system operations and obtaining feedback from staff, management, the administration, and stakeholders. Draft, review, modify and/or provide suggested revisions to requirements of documents, test plans/scripts, and other automation documentation to ensure adequate and accurate information that meets legislative regulations. Analyze program data, processes, and procedures; make recommendations, and implement solutions to resolve problems, increase efficiency, and ensure success. Provide recommendations to management regarding process and system changes.

MARGINAL FUNCTIONS

Percentage	Description of Duty
10%	<u>Notary Public Education:</u> Analyze notary public courses of study submitted by vendors to be offered to notary public applicants. Provide detailed responses to the vendors for revisions to the courses of study for approval. Monitor and track the status of the courses of study by vendors to ensure timely responses by the Notary Section and timely submissions for amendments by vendors. Examine current practice for processing and maintaining courses of study to determine the extent to which Agency procedures fulfill statutory responsibilities and intent. Answer difficult questions raised by vendors, attorneys, notary public applicants and notaries public concerning statutory requirements of notaries public and of the Business Programs Division or Agency. Monitor approved courses to ensure vendors are providing accurate information and are following the approved lesson plan. Plan and

	participate in education vendor meetings. Create, update, and approve education curriculum and materials to assist with remote online notarization.
10%	<u>Team Responsibilities/Reports/Training Support:</u> Act as a lead or participate in the training process of new and existing, analytical and support level staff. Generate reports on program performance, data and monitor trends. Develop management and program reports that track the types and volume of consumer complaints. Perform independent analysis of monthly and/or quarterly statistical data to develop various reports for management. Present these reports to the management team and make recommendations relating to education and examination priorities of notaries public, forecast monthly workloads and identify problematic notaries public. Analyze program data, processes and procedures and make recommendations that will resolve problems, increase efficiency, and ensure success. Collect, track and report on statistical information and trends in order for the agency to address education, training, testing or other identified deficiencies, as are being reflected in the complaint and investigation data being analyzed. Assist in the development of innovative training materials, writing procedures, and providing training for new and existing processes as needed. Act as a representative of the Secretary of State at educational and outreach events. These events include presentations to professionals including attorneys, accountants, tax preparers, business owners and entrepreneurs. Some travel is required on an as needed basis.
5%	<u>Representation, Presentations and Special Projects:</u> Represent the Business Programs Division, as needed or required, at management meetings, in consultations, meetings and contacts with state, federal and local organizations, members of the business and legal community and the general public. Prepare and provide presentations on notarial laws and activities both internally and externally. Perform outreach efforts with the public and external stakeholders via written and phone correspondence. Act as a team lead and/or participate on special projects as assigned or as needed. Assist other program analysts as needed. Perform other duties as required.

The statements contained in this duty statement reflect general details as necessary to describe the principal functions of this job. It should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned that fall within their classification, including work in other functional areas to cover absences or relief, to equalize peak work periods or otherwise balance the workload.

Section III**EMPLOYEE/SUPERVISOR STATEMENT**

EMPLOYEE'S STATEMENT: I HAVE READ AND UNDERSTAND THE DUTIES, RESPONSIBILITIES, AND PERFORMANCE EXPECTATIONS OF THE POSITION AND DISCUSSED WITH MY SUPERVISOR. I HAVE RECEIVED A COPY OF THE DUTY STATEMENT.

I CAN PERFORM THE ESSENTIAL FUNCTIONS OF THE POSITION WITH OR WITHOUT REASONABLE ACCOMMODATION: (If you believe reasonable accommodation is necessary, please initiate a discussion with either your supervisor or the Secretary of State's Human Resources Bureau).

EMPLOYEE NAME (PRINT FULL NAME) ➡	EMPLOYEE SIGNATURE ➡	DATE SIGNED ➡
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SUPERVISOR'S STATEMENT: I HAVE DISCUSSED THE DUTIES OF THIS POSITION WITH THE EMPLOYEE.

SUPERVISOR NAME (PRINT FULL NAME) ➡	SUPERVISOR SIGNATURE ➡	DATE SIGNED ➡
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