Classification Title Analyst II	Board/Bureau/Division Board of Behavioral Sciences
Working Title Enforcement Analyst	**Office/Unit/Section / Geographic Location** Consumer Complaint & Investigations Unit / Enforcement Program / Sacramento
Position Number 633-110-5393-011	**Name and Effective Date**

Under the direction of Supervisor I, the Analyst II performs with independence the most complex analytical duties within the Enforcement Unit, including the analysis and investigation of consumer complaints. The Analyst II frequently interprets laws, rules and regulations including, but not limited to, the Business and Professions Code, Health and Safety Code, Code of Civil Procedures, Penal Code, and Government Code. Specific duties include, but are not limited to, the following:

A. SPECIFIC ASSIGNMENTS [Essential (E) / Marginal (M) Functions]

55% Complaint Analysis & Investigation (E)

Evaluates incoming complaints and independently conducts complaint investigations of consumer complaints, including the review, evaluation, and analysis of confidential conviction data obtained from the Department of Justice (DOJ), arrest reports, court documents, mal-practice award notifications, criminal record case files, and other related documents and evidence from consumers, law enforcement agencies, other Boards, licensees, etc. Requests additional information from complainant(s) and subject(s) of complaints as necessary. (20%)

Independently prepares comprehensive investigation reports, which show findings and evidence collected during investigation. Composes timely complex and sensitive correspondence to document violations of the law. Applies policies, procedures, and regulatory requirements to make critical determinations regarding violations of the law. Using the disciplinary guidelines and considering various factors of mitigation and aggravation, makes recommendations to the Enforcement Program Manager, Executive Officer, and Assistant Executive Officer regarding case disposition and the appropriate level of discipline. (20%)

Determines merit for cases requiring formal field investigation, prepares requests for service and transmits cases for formal field investigation. Works closely with investigators to provide direction, approve investigative plans, authorize additional investigative hours, evaluate evidence, and secure client records. Determines if case warrants review by the Office of the Attorney General. Prepares and provides supporting documents as necessary for attorney general. (5%)

Prepares analysis of substantive issues for Board consultant review. Prepare cases to be transmitted for expert review and updates BreEZe. Verify expert reviewer criteria and availability, copy case files, prepare cover letters, and mail out documents to expert reviewers. Monitor cases assigned for expert review to ensure timely review. Authorizes Expert assignment and additional expert review hours. Tracks and maintains monthly statistics of a large caseload in an independent and efficient manner to ensure timely processing in compliance with Board policies and procedures. (5%)

Determines merit for issuance of an administrative citation and/or fine. Verifies evidence to substantiate violations and applies appropriate laws. Prepares and issues citation order, responds to telephone and written requests for information from respondents and attorneys. (5%)

25% Expert Reviewer Coordinator (E)

Oversee the Expert Reviewer Program including recruitment, delegated contract development, policy development, and training. Develops expert reviewer criteria and establishes program needs related to areas of expertise. Recruit and evaluate experts to ensure a qualified pool of experts is maintained. Conduct renewal assessment of existing experts to ensure qualifications are met.

Develop and maintain expert reviewer contracts, list and matrix (Excel documents listing expert reviewers by location, specialty, professional background, licenses, enforcement history, contact information, approval dates, etc.). Coordinate the development expert reviewer delegated contracts and monitor existing contracts. Coordinate and conduct annual expert reviewer training workshop. Prepare and update training materials.

Review and process expert reviewer invoices and maintains payment records. Update Excel invoice/payment log, routes invoices for appropriate approval signatures, and sends invoices to Department of Consumer Affairs' (DCA) Accounting Office for payment.

15% Administrative (E)

Provides verbal and written responses to complex inquiries regarding enforcement matters. Typically, this involves high-level correspondence (DCA Executive Office, other control agencies and/or law enforcement agencies) with regard to case-related matters, requests for closed case records, and requests for analysis of various legal and regulatory interpretations and positions of the Board.

Consults with Dept. of Consumer Affairs' (DCA) Office of Legal Affairs, expert consultants, and the Office of the Attorney General (OAG), regarding complex enforcement matters.

Prepare for, travel to, and represent the Board at statewide Administrative Appeal Hearings. Presents facts and evidence to support the Board's decision. Testify at hearings regarding the results of the Board's investigations.

5% Miscellaneous (E)

Provides administrative assistance to the BBS Board and Executive Staff. Analyzes and makes recommendations to management regarding Board specific issues. Complete special analytical projects as directed.

B. <u>Supervision Received</u>

The Analyst II reports directly to, and receives the majority of assignments from, the SUPERVISOR I; however, directions and assignments may also come from the Executive Officer (EO) or the Assistant Executive Officer (AEO).

C. Supervision Exercised
None

D. Administrative Responsibility
None

E. Personal Contacts
The Analyst II will have regular direct contact with licensees, consumers, and various DCA employees and other agencies. Additionally, the Analyst II will have regular written and oral communications with Investigators from the Division of Investigation and other investigative agencies, and Deputy Attorney's General. The information exchanged will include sensitive/confidential information. On a daily basis, the Analyst II will respond to inquiries from the general public by telephone, e-mail or in writing. Work directly with the Board's executive and enforcement staff, DCA Legal Staff, Office of the Attorney General and other state and law enforcement agencies. The Analyst II is required to maintain a positive, professional working relationship with members of the industry, other state and federal agencies, persons and entities regulated by the Board, Board Members, and staff from the Board and the Department of Consumer Affairs.

F. Actions and Consequences
Failure to follow through with the administrative disciplinary process could result in registrants/licensees found to have violated the law to not be prosecuted fully and left to harm consumers. Failure to complete assigned casework in a timely manner, or inefficiency in documenting investigations, may result in the Board's inability to fulfill its mission-critical activities related to the regulation of this profession for the protection of the consumer public and may allow the statute of limitations for the particular violation to lapse.

G. Functional Requirements
The incumbent works 40 hours per week in an office setting, with artificial light and temperature control. The incumbent may spend 75%-85% of the working day using a personal computer. The position requires bending and stooping to retrieve files, walking, and occasional light lifting, up to 20-25 pounds. The ability to use a personal computer and telephone is essential. Ability to professionally and courteously handle calls/correspondence from the public is essential. The incumbent must possess good writing and communication skills, use good judgment in decision-making, exercise creativity and flexibility in problem identification and resolution, manage time and resources effectively, work cooperatively with others as a member of a team, and are responsive to management needs, and represent the Board in a professional manner. The Analyst II is expected to travel when necessary. The incumbent is required to travel throughout an assigned geographical area by various methods of transportation. Regular attendance and punctuality are an essential part of this job.

H. Other Information

The Analyst II must possess good communication skills, use good judgment in decision-making, exercise creativity and flexibility in problem identification and resolution, manage time and resources effectively, and be responsive to Board management needs. The Analyst II must also use strong interpersonal skills to support the achievement of the goals and objectives of the Executive Officer and the Board and maintain good working relationships with staff and management. Travel may be required to attend Administrative Appeal Hearings and Board/Committee meetings held in various locations throughout California.

Criminal Offender Record Information (CORI)

This position has access to Criminal Offender Record Information (CORI). Title 11, Section 703(d) of the California Code of Regulations requires criminal record checks of all personnel who have access to 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 to 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 matters at all times.

Conflict of Interest (COI)

This position is subject to Title 16, section 3830 of the California Code of Regulations, the Department of Consumer Affairs' Conflict of Interest Regulations. The incumbent is required to submit a Statement of Economic Interests (Form 700) within 30 days of assuming office, annually by April 1, and within 30 days of leaving office.

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 & 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

____

Printed Name & Classification

Rev: 4/2026