

Duty Statement Rank and File

Section I**POSITION INFORMATION**

Print or type.

A. Current Position Number	B. Probationary Period/Job Evaluation Period	C. Form 700 Filer?
785-201-5393-004	12 Months	No
D. Incumbent Name	E. Classification/Job Title	F. Date of Hire
	Analyst II	
G. Unit, Section, Division	H. Location	
Safe at Home Program, Management Services Division	Sacramento	
I. Name of Immediate Supervisor/Manager	J. Classification/Title of Immediate Supervisor/Manager	
Genoveva Miranda	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 – 5:00	Hybrid
Q. Background Check Required	R. Job Requires Driving Automobile	S. Certification Required
☐ Yes	☒ Yes	☐ Yes Click here to enter text.
☒ 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 general supervision of the Secretary of State's Office, Safe at Home (SAH) Program and Partnerships Unit Manager (Supervisor I), this position is responsible for all aspects of being the Enrolling Agency (EA) Training Coordinator as described below.

The SAH program is the state's address confidentiality program and serves victims of domestic violence, human trafficking, stalking, sexual assault, and elder/dependent adult abuse, as well as reproductive and gender-affirming health care providers, employees, volunteers and patients, public entity employees and contractors, who are in fear for their safety. The SAH program provides its participants with a substitute P.O. Box mailing address to use instead of a residential mailing address, to protect themselves and their household members from threats and violence.

The Analyst II will independently perform a variety of complex and sensitive analytical work requiring a high degree of initiative and accuracy to complete assignments. To maintain the trust of the SAH participants and applicants, the incumbent must be able to work with confidential documents; be sensitive to the applicant's and/or participant's concerns; be able to maintain composure when talking with emotional callers; be comfortable in making public presentations and representing the program to large groups of people; and correctly

determine when confidential information may be released to law enforcement, courts, and other government agencies.

The incumbent must have the ability to: learn a variety of training methods such as Zoom, Teams, Microsoft Forms, and other applications; demonstrate strong verbal and written communication skills; reason logically and creatively; utilize a variety of analytical techniques to resolve complex governmental problems; independently research and apply various laws, regulations, and procedures to given situations; have a willingness to learn and implement a variety of functions associated with program services; analyze data and present ideas and information effectively both orally and in writing; follow both written and verbal instructions; work under pressure to meet deadlines; exercise a high degree of initiative and independence of action; demonstrate good judgment and tact; maintain effective and cooperative working relationships with co-workers, state and local agencies, enrolling agencies, and management; and maintain regular and consistent attendance. Excellent computer skills in Microsoft Word, Excel, Power Point, and Adobe Acrobat are essential.

This work is performed in an indoor office setting. Occasionally, work may be performed outdoors to attend Safe at Home outreach events. The incumbent is required to sit, stand, lift, walk, and use a computer and various other office equipment daily.

The duties include, but are not limited to the following:

ESSENTIAL FUNCTIONS	
Percentage	Description of Duty
35%	Serve as the subject matter expert on the implementation of Assembly Bill 82, which expands the Safe at Home program eligibility to include those providing and receiving gender-affirming health care. As the subject matter expert, develop, effectuate, and update as needed, new applications, policies, procedures, and forms; and process submitted applications, renewals, and disenrollments. Evaluate the problems and deficiencies with the enrollment applications submitted by enrolling agencies. Resolve the problems and deficiencies with submitted applications and satisfy statutes and regulations. Lead and/or assist in writing various office procedures, reports, website content, newsletters, and outreach material such as brochures and posters. Communicate new and updated policies and procedures to the Safe at Home team. Provide presentations, training, and/or information to other governmental agencies regarding the Safe at Home program, as needed. Assist with the rule-making process and legislative bill analysis, as needed.
35%	Serve as an Enrolling Agency Training Coordinator and main point of contact for enrolling agencies. Develop training, processes, and/or materials to onboard new enrolling agencies and staff. Provide customer support to enrolling agencies, including: providing regular training, leading monthly peer-to-peer learning forums, responding in a timely manner to telephone and email messages, and fulfilling requests for enrollment materials. Review submitted enrolling agency agreements and approve for designation as an enrolling agency as defined in statute and regulations. Enter information into and maintain the enrolling agency database. Assist in expanding enrolling agency access to the online application portal intended to serve applicants who are gender-affirming health care providers, employees, volunteers and patients. Write correspondence including letters, emails, and memos in response to communication received.

15%	Conduct outreach efforts to expand the Safe at Home enrolling agency network. Develop and recommend effective strategies to prospect for and designate new enrolling agencies that are best qualified to assist gender health care providers, employees, volunteers, and patients for the Safe at Home program. Analyze national, state, and program data to identify underserved communities and regions of California to prioritize outreach efforts to recruit new enrolling agencies. Participate in meetings to help establish and maintain statewide partnerships. Participate in outreach activities and attend such events as necessary. Travel, including overnight trips and working weekends to attend outreach events is required.
10%	Participate in the call center as a customer support representative, by answering general questions about the Safe at Home program and services, referring to a variety of government and community-based resources, responding to concerns, and providing the status of enrollment applications, renewals, confidential name change requests, or general information. Respond to questions and concerns received by email, mail, and fax. Ability to maintain a professional demeanor when communicating with customers is essential.

MARGINAL FUNCTIONS

Percentage	Description of Duty
5%	Assist with other office duties required to keep basic operations running smoothly in times of high workload and/or staff shortages. These duties may include assisting in mailroom operations such as sorting, binning, and stuffing envelopes, and updating the Safe at Home website. Participate in team meetings and training opportunities.

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
➡	➡	➡

SUPERVISOR'S STATEMENT: I HAVE DISCUSSED THE DUTIES OF THIS POSITION WITH THE EMPLOYEE.

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