

DUTY STATEMENT

DS 3022 (08/2026)

**DEPARTMENT OF DEVELOPMENTAL SERVICES
DIVISION OF COMMUNITY ASSISTANCE AND RESOLUTIONS
COMMUNITY APPEALS AND RESOLUTIONS BRANCH
DUTY STATEMENT**

JOB TITLE: Analyst II**POSITION #:** 472-553-5393-XXX

POSITION DESCRIPTION: Under the direction of the Supervisor I, the Analyst II performs analytical assignments for the Department of Developmental Services' (Department) Community Appeals and Resolutions Branch (CARB). Additionally, this position performs a wide variety of governmental and investigative activities associated with the various complaints received by the Department. These activities include researching allegations and preparing written determinations of findings pursuant to Welfare and Institutions Code (WIC) section 4731 and general complaints. The incumbent must effectively communicate and correspond with management, staff, and internal and external stakeholders, contributing to the overall efficiency and productivity of the work of CARB. Duties may include access to information systems containing protected and personally identifying information.

SUPERVISION EXERCISED: None.

SUPERVISION RECEIVED: The position receives direction from CARB's Supervisor I.

EXAMPLES OF DUTIES:

Essential Job Functions:

- 35% Conduct investigations into alleged violations of consumer rights, ensuring compliance with statute and regulations related to the delivery of services to individuals with developmental and intellectual disabilities. Collaborate with other State departments and contracted agencies to obtain relevant information. Gather, organize, and evaluate documents to substantiate decisions and/or actions taken on behalf of CARB. Maintain and track incoming complaints and monitor the lifecycle of complaints to assist CARB to meet statutory and regulatory timelines. Respond to complaint telephone and email inquiries, and triage complaints as needed. Correspond and collaborate with regional centers and engage with service providers and individuals with intellectual and developmental disabilities and their families.
- 35% Formulate and prepare written decisions involved in each alleged violation; assist and make determinations verifying the validity of the allegations; and recommended solutions for resolving the complaint and prevent future similar situations. Direct and guide customers and stakeholders on various state processes (e.g., websites, tools, programs, application processes) to provide information and/or resolve issues. Collect, compile, analyze, validate, and process statistical data to track and address trends in the complaint processes.

- 10% Prepare reports on trends to assist in streamlining the complaint processes. Assist in the evaluation of the Department's effectiveness in handling complaints.
- 10% Collaborate and act as liaison with other department divisions, other state agencies, regional centers, individuals and families, and stakeholder groups. Maintain effective, ongoing communication with, and provide training, technical assistance and support to Department employees and external entities. Prepare letters and reports for stakeholder and community communications and engagement.

Marginal Job Functions:

- 5% Serve as a liaison for CARB with other sections. Set up and schedule meetings, both virtual and in-person.
- 5% Other duties as assigned within the scope of the classification.

WORKING CONDITIONS: This position is a hybrid, in-office/telework position, and may be subject to change. Incumbent can be required to report to the office, or any designated location at any time. Telework agreements can be modified and/or cancelled at any time.

DESIRABLE QUALIFICATIONS:

Knowledge of:

Current trends in developmental disabilities, public health, basic legal due process, and the regional center system. Basic project management and coordination principles, including work plan development. Effective use of computer software programs including Microsoft Office, Outlook, Excel, Word, SharePoint, and PowerPoint. Organizational skills and be able to work in a fast-paced environment. Spanish bilingual highly desirable.

Ability to:

Communicate and correspond effectively, in a clear, concise/succinct, and comprehensive manner. Summarize detailed written content into easily consumed work products that are focused on the critical and key points. Reason logically and creatively and utilize a variety of analytical techniques to review detailed information. Gain and maintain the confidence and cooperation of persons and entities involved during the course of work. Work in a collaborative manner in multi-disciplinary teams and develop and maintain cooperative and harmonious relationships with contractors, regional centers, Department staff, other state agencies, peers, the public and others. Possess a high degree of organization, prioritization and time management of work and information. Ability to seek understanding and exercise good judgment, tact, and diplomacy. Work independently to complete assignments.

JOB TITLE: Analyst II

POSITION #: 472-553-5393-XXX

CERTIFICATION OR LICENSE: None.

Employee Name
(Print)

Employee Signature

Date

Supervisor Name
(Print)

Supervisor Signature

Date

Employee and Supervisor acknowledge that by signing this Duty Statement that they have discussed and agree to the expectations of the position.