



Duty Statement

Request for Personnel Action (RPA) Number 2627-00435	Effective Date
Classification Title Analyst IV	Position Number 564-187-5403-001
Working Title Lead EEO Investigation Specialist	Bureau and Section Equal Employment Opportunity Office - Discrimination Complaint Unit

Our mission is to help taxpayers file timely and accurate tax returns and pay the correct amount to fund services important to Californians. To support this mission, FTB employees strive to develop in CalHR's Core Competencies: Collaboration, Communication, Customer Engagement, Digital Fluency, Diversity and Inclusion, Innovative Mindset, Interpersonal Skills, and Resilience. Core competencies are the knowledge, skills, and behaviors which are foundational to all state employees regardless of classification.

General Statement

Under the general direction of the Equal Employment Opportunity (EEO) Supervisor, the incumbent serves as the subject matter expert to the department performing the most complex, critical, and specialized functions having multi-department or statewide impact involving operational issues of EEO policies on discrimination, harassment, and retaliation, and violations of EEO policies. Provides consultative services and recommendations to internal and/or external executive level management while coordinating the work of analysts that investigate allegations of discrimination, harassment, and retaliation.

Incumbent is also responsible for maintaining a current awareness and understanding of relevant laws, regulations, and Franchise Tax Board (FTB) policies governing discrimination, harassment, retaliation, and Reasonable Accommodation (RA) as it relates to denials of RA. Maintains the highest degree of integrity and honesty, is expected to maintain confidentiality, use discretion, and good judgment in the execution of their official duties.

Essential Functions

Percentage	Description
25%	Provide ongoing technical training and development and expert consultation and guidance to analyst staff on how to conduct objective, fact-finding EEO investigations, collect and preserve evidence, conduct administrative interviews and follow-ups to obtain information. Conduct detailed reviews of internal and external EEO cases, from the onset of the investigation, providing constructive feedback and technical guidance to the analyst staff throughout the investigative process; ensure investigative analysis, findings and conclusions are accurate, objective and factual. Evaluate and recommend strategies to improve the EEO investigative process. Oversee analyst staff caseloads and coordinate case distribution. Develop, refine, and implement necessary training and mentoring resources to ensure consistent investigative practices. Provide input on training needs and skill gaps for analyst staff. Gather, analyze, and present statistical data for investigation caseloads and monthly statistical reports. Monitor case progression, workload trends, and compliance with mandated timelines. Attend meetings and act as a liaison with other program areas or external departments and provide consultative services and recommendations to internal and/or external executive level management. Conduct research and prepare data necessary to respond to discovery requests and other litigation related requests for information. Serve as the subject matter expert on EEO investigations and at administrative hearings and other legal proceedings.
25%	Conduct the most sensitive and high-level investigations utilizing advanced analytical skills to break down complex situations, evaluate information objectively, accurately document and compare data, collect forensic evidence, and determine credibility using established investigation techniques. These investigations can deal with allegations against high-level administrative staff, and external complaints

