

Department of Consumer Affairs
Position Duty Statement
HR-041 (New 7/2015)

Classification	Board/Bureau/Division
Analyst II	Bureau for Private Postsecondary Education
Working Title	Office/Unit/Section/Geographic Location
Enforcement Analyst	Investigations and Complaint Section / Special Enforcement Unit/Sacramento
Position Number	Name and Effective Date
644-150-5393-005	

General Statement: Under the direction of the Special Enforcement Unit, Supervising Special Investigator I, the Analyst II, travels throughout California, independently ensuring designated enforcement processes are completed accurately, according to requirements and time constraints established by the California Private Postsecondary Education Act of 2009 (Act), Bureau for Private Postsecondary Education (Bureau) regulations, other applicable statutes and regulations, and office policies and procedures. The Analyst II ensures timely and effective analytical processing of assigned enforcement complaints. Duties include, but are not limited to:

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

65% (E) Enforcement and Complaint Processing

Performs the most complex analytical duties in planning, developing, administering, analyzing and evaluating issues related to the Bureau's Complaint enforcement program. Develops case planning strategies, coordinates and participates in joint investigations with other regulatory or law enforcement agencies, and develops comprehensive reports of findings. Conducts Bureau inquiries. Reviews Bureau's documents regarding educational institutions' approval to operate, operational and education compliance inspections, and other reports and supporting documents. Interprets, applies, and administers the laws, rules, regulations, and policies pertaining to the complaint review and processes. Confers with the Office of the Attorney General and other governmental agencies regarding interpretation and application of laws, rules, regulations, and policies pertaining to enforcement cases. Maintains cooperative relationships within the Bureau and other governmental and educational entities. Attends and testifies at Bureau disciplinary, civil, or criminal hearings. (40%)

Prepares and presents complex written and oral presentations on a variety of enforcement issues relative to issuances of notices to comply, failures to comply with standards of law, proposed institutional closures, unlicensed activity, or in other areas of non-compliance with institutional operating standards. Prepares disciplinary recommendations for management review. Prepares written citations for institutions not in compliance with the Act and associated regulations. (25%)

20% (E) Research and Data Collection: Special Studies, Reports, and Statistics

Research topics, compiles and interprets information, analyzes alternative solutions, and prepares reports for Bureau management. Collects, tabulates and analyzes data; conducts trend analyses; anticipates future program needs; provides interpretation; and makes recommendations to management on enforcement related assignments that may include, but not be limited to, section staffing analyses, workload reports, time management studies, policy analysis and formulation, and proposed legislation analysis.

Department of Consumer Affairs
Position Duty Statement
HR-041 (New 7/2015)

Develops and implements effective follow-up mechanisms to track complaints and enforcement processes, contacts, and compliance actions initiated by other federal, state, or local regulatory agencies that will have impact on educational institutions' approvals to operate and to ensure timely and effective completion of assigned cases.

15% (E) Interpersonal Tasks: Analyst Liaison

Responds to requests from educational institutions, accrediting associations and entities, legislative officials, state and federal governing agencies, consultant groups, consumers, students, and other stakeholder individuals or organizations. Interprets broad statutes and policies to resolve problems. Research appropriate journals and texts to maintain an awareness of industry trends. Represents the Bureau at workshops or public meetings.

B. Supervision Received

The Analyst II receives direction and assignments from the Supervising Special Investigator I. Incumbent may also receive assignments from other Bureau Management.

C. Supervision Exercised

None.

D. Administrative Responsibility

None.

E. Personal Contacts

Incumbent will have daily contact with Bureau management and Bureau staff. Incumbent will have frequent contact with departmental program staff, other governmental and regulatory agencies, representatives and affiliates of private postsecondary institutions, consumers, students, or industry stakeholders interested in program operations.

F. Actions and Consequences

Failure to perform timely reviews, make thorough and accurate assessments and judgments or effectively administer the laws and regulations that govern private postsecondary educational institutions may result in harm to the general public, unapproved/inefficient operations of private postsecondary educational institutions, or unjustified determinations against private postsecondary educational institutions. Failure to exercise good judgment in responding to requests for public information or in the handling of sensitive issues may result in incorrect information being released, which could jeopardize the confidence and integrity of the Bureau and/or the Department of Consumer Affairs.

G. Functional Requirements

Incumbent works in an office setting with artificial light, temperature control and 40 hours per week. Incumbent uses a personal computer and telephone daily. Stationary position requirements are consistent with the selected mode of travel and various office settings of educational institutions. Occasional movement of file or office equipment weighing 10-15 pounds may be necessary. Incumbent must be flexible regarding interruptions and changes in priorities relative to workload. This position requires the ability to travel throughout the state by various methods of transportation, with one or more overnight stays per trip.

Department of Consumer Affairs
Position Duty Statement
HR-041 (New 7/2015)

H. Other Information

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.

Due to the confidential and sensitive nature of the assignments, Incumbent must consistently exercise a high degree of initiative, independence, sound judgment and creativity in performing assigned tasks. Incumbent must be self-motivated, conscientious and dependable. Professional courtesy and the ability to act independently must be demonstrated at all times. Incumbent routinely works with sensitive and confidential issues and/or documents and is expected to maintain the privacy and confidentiality of documents and topics pertaining to individuals, or to sensitive program matters at all times.

Adherence to a consistent work schedule is critical to the successful performance of the position due to the heavy workload and time-sensitive nature of the work.

The following competencies are important for successful job performance:

Analytical Thinking	Planning and Organizing	Communication
Customer Focus	Ethics and Integrity	Foster Diversity
Interpersonal Skills	Personal Credibility	

The following skills are important for successful job performance:

Writing skills	Effective communication skills	Organizational skills
Analytical skills	Interpersonal skills	Planning skills
Speaking skills	Prioritization skills	Computer skills

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 and Safety analyst.)

Employee Signature

Date

Employee Printed Name

I have discussed the duties of this position with and have provided a copy of this duty statement to the employee named above.

Department of Consumer Affairs
Position Duty Statement
HR-041 (New 7/2015)

Supervisor Signature

Date

Supervisor Printed Name

Revised 8.2026