

ESSENTIAL FUNCTIONS DUTY STATEMENT

HRM-025

Classification Title: Analyst II	Branch/Division/Bureau: Community Relations and Outreach Branch / Community Relations and Outreach Bureau
Working Title: Outreach Analyst	Office/Unit/Section/Geographic Location: Community Relations and Outreach Northern California / Sacramento
Position Number (13 Digit): 413-116-5393-004	Conflict of Interest Position: ☒ NO ☐ YES
Employee Name:	Effective Date:

BASIC FUNCTION:

Under direction of the Supervisor II in the Community Relations and Outreach Branch (CROB), the Analyst II independently has responsibility to develop, coordinate and implement outreach workplans; develop collateral materials and process of outreach functions in the field; assist the Manager of Community Relations and Outreach, Department of Insurance (CDI) and stakeholders in consumer outreach work including the development and implementation of outreach documents; participate and lead program activities at meetings and events; perform various duties within the office in preparation for outreach assignments; and maintain logs and records of event activities performed.

Routine travel is required within and/or outside the state of California via private or public transportation (i.e., automobile, airplane, etc.). Travel will include overnight stay. Overtime may be required.

ESSENTIAL FUNCTIONS:

25% As an outreach expert in the field, works in conjunction with departmental staff on projects throughout the state to educate consumers on community program initiatives created by the department or in conjunction with external stakeholders. Represents the Insurance Commissioner and CDI professionally at meetings and events in the field. Communicates with CDI experts to stay up to date with insurance regulations. Develops quality talking points, run of show and presentation materials for their use and use by the Insurance Commissioner and CDI staff for audiences of various sizes. Analyzes and creates materials to teach insurance concepts to be able to anticipate and respond to consumer inquiries. Tactfully communicates with consumers in person, over the phone and in writing. Provides consultative services and makes presentations to consumers, outreach staff and department colleagues at events throughout the state. This may involve guiding the consumers to the appropriate department and/or staff within and outside CDI for assistance.

ESSENTIAL FUNCTIONS DUTY STATEMENTHRM-025

- 25% Analyzes current outreach efforts and builds coalitions with community-based organizations, trade organizations, educational institutions, state, county and city government officials in targeted communities to produce potential outreach events. Develops recommendations and helps to improve existing outreach efforts in conjunction with colleagues in Outreach. Researches and analyzes events in assigned areas to develop outreach partnerships. Schedules meetings with local offices and researches local event calendars in assigned areas to participate and/or develop outreach events in targeted communities.
- 15% Develops relationships with federal, state and local government offices to create opportunities to inform local communities Participates in team projects for public and internal entities.
- 15% Researches, creates and distributes up-to-date outreach materials, presentations and handouts for consumers. Develops new collateral materials including PowerPoint presentations and handouts specific to events. Maintains inventory records of outreach materials and display equipment.
- 10% Reviews current stakeholder database and continually updates information to develop and expand partnerships.

MARGINAL FUNCTIONS:

- 10% Assists in performing other duties to help support the Community Relations and Outreach Branch. Provides on-site assistance to the public in the case of a state of emergency and natural disaster as needed.

WORK ENVIRONMENT OR PHYSICAL ABILITIES:

- The incumbent must be able to work in a high-rise building.
- The incumbent must be able to lift 25 lbs. routinely during travel.
- The incumbent may telework in accordance with CDI's Telework Policy. Teleworking employees may be required to report to their headquarters office location on designated telework days. Travel expenses are not reimbursed, however other authorized transit subsidies do exist for those who qualify.

ESSENTIAL FUNCTIONS DUTY STATEMENTHRM-025

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

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