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

Classification Title	**Board/Bureau/Division**
Analyst II	Bureau of Security and Investigative Services (Bureau or BSIS)
Working Title	**Office/Unit/Section / Geographic Location**
Case Management Analyst	Disciplinary Review Unit/ Sacramento
Position Number	**Name, Effective Date**
625-100-5393-022	

General Statement: Under the direction of the Supervisor I, of the Disciplinary Review Unit, the Analyst II, independently and at the full journey level, utilizes knowledge of Bureau statutes, Government Codes, the Administrative Procedures Act, and legal processes and procedures to review and process the most difficult and complex disciplinary cases that are referred to the Office of the Attorney General, maintains and monitors the most complex Probation and Cost Recovery Cases, responds to probationary inquiries and provides management with statistical and workload updates regarding probationary cases. Duties include but are not limited to the following:

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

40% Attorney General (AG) - Case Management (E)

- Acts as liaison for the Office of the Attorney General (AG) and the District Attorney offices throughout the state regarding disciplinary cases that have been referred to the AG. Corresponds with the respondent, respondent's attorney, Department of Consumer Affairs (DCA) Office of Legal Affairs, and the AG both verbally and in writing regarding case related information. (15%)
- Reviews case background information (Accusations, Statement of Issues, Citations) and all supporting documentation to determine whether the Bureau should proceed with submitting the case to the AG to proceed with disciplinary action or reconsider the case and issue the license. This requires a detailed knowledge of the Business & Professions Codes that govern each regulated industry to determine that the Bureau has presented a strong case to go before the AG. Prepares cases to be referred to the AG for formal discipline. Reviews pleadings for accuracy or possible reconsideration; reviews decisions and stipulations sent from the AG and makes recommendations to the Bureau Chiefs to adopt or non-adopt the AG's decision and forwards the case to the DCA Office of Legal Affairs. Once the case is forwarded to Legal Affairs the Analyst II begins a timeline of when the case needs to be completed. (15%)
- Monitors and tracks cases referred to the AG to ensure timely processing of the case and ensures that specific deadlines required by law are met. Responsible for serving proposed decisions and adoption or rejection of proposed decisions to the respondent, respondent's attorney (if applicable) and the Deputy Attorney General assigned to the case in a specified amount of time. (10%)

35% Probation - Case Management (E)

- Maintains the Bureau's probationary licenses which includes reviewing accusations and Statement of Issues for accuracy and suitability for the Deputy Chief's signature; reviewing all probationary decisions and stipulations for Security Guards, Private Patrol Operators, Private Investigators, Alarm Companies, Alarm Agents, Locksmith Companies, Locksmith Company Employees, Repossessor Agencies, Repossessor Agency Employees, Training Facilities, Training Instructors, Proprietary Private Security Employers and Proprietary Private Security Officers sent from the Attorney General's Office; notifies the probationer of requirements as stated in the Attorney General's (AG) decision via written correspondence; receives and processes Declarations of Compliance (aka quarterly reports) and fine payments received from probationers and notifies probationers of completion of terms; determines when probationer is non-compliant; should the Analyst II determine noncompliance, complete a report detailing noncompliance and forwards to AG's Office for license revocation.
- Creates and maintains a tickler system to check in with probationers to verify compliance of probation. This includes calling probationers to notify them that they must complete a random drug test by the end of the day, and which tests the testing facility needs to conduct. Probation Monitor must read the results submitted from the testing facility to ensure that the probationer tested on the correct date and that all applicable tests were completed; at times the Probation Monitor may need to request the probationer provide medical substantiation of medications being taken should a positive test result be received in which the probationer has a legal medical prescription. Requests proof of completion of anger management courses; and for probationers that are required to see a psychologist and/or psychotherapist requests that the probationer provide at least two names of a psychologist/psychotherapist for approval. Probation Monitor approves psychologist/psychotherapist only after verifying a current and valid license is held by the psychologist/psychotherapist.
- Reviews cases of licensees that have been revoked and still owe the Bureau costs. Drafts letter to licensee informing them of the cost owed and works with the licensee to set-up a payment plan should the licensee request one. Monitors, logs, and tracks payments to ensure payments are being made on time. Forwards licensee information to the Franchise Tax Board (FTB) for licensees who fail to make the required payments or ignore the collection attempts so that FTB may intercept tax refunds to ensure the Bureau is compensated outstanding monies owed. Logs all payments received from FTB.

20% Criminal Offender Record Information Review (E)

- Reviews CORI, initial and subsequent, from the Department of Justice (DOJ) and the Federal Bureau of Investigation, to determine if the criminal conviction(s) and/or arrest(s) call for the BSIS to deny an individual's application for licensure or move forward with disciplinary action against a licensee. Review and analyze the act(s)/conviction(s) on the CORI and render a determination, based on various combined factors including but not limited to violation type, jurisdiction, severity, age, time that has lapsed since the act/conviction, and pattern of criminal history, on whether the acts/convictions are substantially related to the qualifications, functions and duties of a licensee as provided for the Business and Professions Code for the

six Practice Acts regulated by the Bureau. Due to the varying factors presented in the CORI, each review is unique in nature, and a detailed analysis is conducted. The Analyst must be familiar with the following State laws, and their affiliated regulations to interpret and apply them to each unique scenario: Business and Professions Code, Civil Code, Corporations Code, Family Code, Fish and Game Code, Government Code, Health and Safety Code, Labor Code, Penal Code, Unemployment Insurance Code, Vehicle Code, and Welfare and Institutions Code.

5% Statistical Reports (E)

- Prepares and maintains statistical reports regarding disciplinary cases that have been referred and filed with the Office of the Attorney General and probation cases to provide management with updates on caseload.

B. Supervision Received

The Analyst II reports directly to and receives the majority of assignments from the Supervisor I; however, direction and assignments may also come from other managers within BSIS.

C. Supervision Exercised

None

D. Administrative Responsibility

None

E. Personal Contacts

The Analyst II has regular contact with the Office of the Attorney General, the public, BSIS licensees, DCA staff, other state agencies, and local authorities.

F. Actions and Consequences

Failure to properly process or present a disciplinary case to the Office of the Attorney General (AG) would directly impact and/or increase the potential for further criminal activity and jeopardize the safety and security of the public and clients. Internally, failure to effectively follow written/oral procedures and policy could jeopardize an existing disciplinary case; cause respondents, attorneys for respondents, the AG or DCA Legal Staff to receive incorrect information and may cause discredit to the Bureau. The potential of continuing criminal activity and jeopardizing the safety of the public and clients will increase if the Analyst II fails to properly monitor probation cases or investigate a case in an efficient and effective manner including initiating appropriate actions to enforce laws and regulations. Internally, failure to follow policy and procedures could jeopardize an existing probation or enforcement case.

G. Functional Requirements

The incumbent works 40 hours per week in an office setting, with artificial light and temperature control. The ability to use a personal computer and telephone is essential. The position requires bending and stooping whenever it is necessary to retrieve files. Ability to handle calls professionally and courteously with various tones and temperaments from the public (including licensees) is essential. Regular attendance and punctuality are an essential part of this job.

H. Other Information

The Analyst II will regularly work independently on most assignments. Incumbent must possess above-average verbal communication skills, use good judgment in decision-making, exercise creativity and flexibility in problem identification and resolution, manage time and resources effectively, and be responsive to management needs. Confidentiality and discretion are required due to the nature and sensitivity of the documents handled. Incumbent works with a substantial level of independence and initiative in working with disciplinary cases.

Criminal Offender Record Information

Title 11, section 703(d) California Code of Regulations requires criminal record checks of all personnel who have access to Criminal Offender Record Information (CORI). Pursuant to this requirement, applicants for this position will be required to submit fingerprints to the Department of Justice and be cleared before hiring. In accordance with DCA's (CORI) procedures, clearance shall be maintained while employed in a CORI-designated position. Additionally, the position routinely works with sensitive and confidential issues and/or materials and is expected to maintain the privacy and confidentiality of documents and topics pertaining to individuals or to sensitive program matters at all times.

In all 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

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 you're unsure of a need for reasonable accommodation, inform the hiring supervisor, who will discuss your concerns with the Health & Safety analyst.)

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Employee Signature Date

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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.

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Supervisor Signature Date

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Printed Name

Revised: 4/13/2026