**Department of Consumer Affairs**
Position Duty Statement
HR-041 (revised 10/2025)

| **Classification Title** | **Board/Bureau/Division** |
|---|---|
| Analyst II | Bureau of Security and Investigative Services (Bureau or BSIS) |
| **Working Title** | **Office/Unit/Section / Geographic Location** |
| Company Support Analyst | Company Licensing Unit / Sacramento |
| **Position Number** | **Name, Effective Date** |
| 625-100-5393-810 | |

## GENERAL STATEMENT

Under the supervision of the Supervisor I, the Analyst II performs independent analytical and technical staff work and has the discretion to make independent judgments to validate license application packets to ensure the experience claims are accurate, truthful and the findings are supported by the documentation. The incumbent conducts comprehensive, detailed analysis of company applicants' experience information, gathers supporting documentation, interviews applicable individuals and prepares summary reports of findings for pending company license applications and previously denied applicants. Duties include, but are not limited to the following:

A. Specific Assignments [Essential (E) / Marginal (M) Functions]

**55% (E) Application Audits and Customer Service**

- Use independent judgment and discretion to interpret policies, laws and regulations to determine if applicant's experience and background meet applicable licensing requirements. Prepare clear, concise, and detailed summary reports based on documentation obtained during interviews with applicants, employers, and certifiers of the applicant to determine if the actual qualifying experience meets the license experience requirements. Independently analyze each application to determine if an applicant's business name meets requirements, by verifying, reviewing and evaluating documentation to determine business name eligibility does not compromise public safety. Independently make recommendations for licensure based on thorough research and analysis of data. Ensure every prepared application summary report contains each element of the documentation obtained. Explains the findings of the research and the basis of the findings, and the recommendation as to whether licensure should be granted. (20%)

- Independently analyze each application for licensure which is unique in nature and requires critical thinking skills and good judgment to obtain, review, assess and verify the qualifying experience claimed on the most complex company applications by applicants applying for licensure and/or qualifying manager certificates. Evaluate complex application packages that often contain a wide variety of documentation that requires an analysis of each element for verification. Incumbent will verify, review and evaluate documentation such as:

    - W-2, 1099, Schedule C tax documentation and individual tax returns and calculate working hours per year and hourly rate of pay to establish hours worked per year.

- Evaluate college transcripts to grant educational credit in lieu of experience.
- Analyze military discharge papers and training documents to assist military veterans in meeting the minimum requirements for licensure.
- Contact and interview employers, certifiers, and other validating parties by telephone and written correspondence to gather statements and additional evidence in the investigation of experience claims.
- Utilize and apply BSIS acts, rules and regulations to determine acceptable experience qualifications. (15%)

- Assist in overseeing public company e-mail inboxes (Private Investigators, Private Patrol Operators, etc.). Correspond with applicants during the evaluation, assessment, and verification process regarding experience-related issues and request additional documentation if initial documents do not meet minimum requirements. When additional documentation is unavailable, identify an alternate course of action to assist the applicant to obtain the additional information necessary for a thorough analysis of work experience. Respond to inquiries and correspondence from applicants, employers, certifiers, Licensing Program staff, and other governing agencies regarding the statutes, regulations, policies, and procedures governing the application experience verification and denial process. (10%)
- Researches and responds to the most sensitive, high profile inquires within seven business days. Provides guidance and educates e-mail in-box administrators on the status of his or her application to ensure expedient and consistent responses to applicants and consumers. Provide phone coverage and escalations from the Department's Consumer Information Center. (5%).

- Act as the Subject Matter Expert (SME) for all company license types by providing technical and consultative assistance for Disciplinary Review, Case Management, and Enforcement staff. (5%)

**20% (E) Training and Process Improvement**

- Identify training opportunities for Licensing staff or Consumer Information Center (CIC) staff by reviewing complaints received from applicants, licensees, and the public. Research, develop, plan, and administer training to Licensing staff and CIC staff.

- Examines trends and patterns of sensitive and high-profile complaints received from applicants and consumers and identifies process improvements and makes recommendations to management. Works with the Bureau's Policy Unit to determine the impact of new laws and regulations on the Bureau's business processes.

- Develops and revises licensing processes, policies, and procedure manuals to ensure standardized, accurate procedures within the licensing unit.

**15% (E) Approved Trainers/Vendor Liaison**

- Reviews and processes applicants' request for Approved Trainer status. Reviews resumes and substantiating documentation to determine trainer qualifications. Compiles documentation and corresponds with applicants. Makes recommendations to the Bureau Chief for trainer approval or disapproval. Acts as Bureau liaison with the vendor responsible for producing enhanced photo identification cards for licensees. Corresponds with applicants and the vendor to resolve issues or conflicts stemming from the production and dissemination of photo identification cards.

**5% (M) Data Cleanup**

- Produce data clean-up reports to monitor and prioritize database errors. Correct database errors.

**5% (M) Special Projects**

- Complete complex special projects as assigned by the Licensing Supervisor II, Assistant Bureau Chief, and Bureau Chief. Review, analyze, and process all Company applications in times of Bureau backlog.

**B. SUPERVISION RECEIVED**

The Analyst II reports directly to the Supervisor I and may receive assignments from Bureau leadership.

**C. SUPERVISION EXERCISED**

None

**D. ADMINISTRATIVE RESPONSIBILITY**

None

**E. PERSONAL CONTACTS**

The Analyst II has daily contact with Bureau employees, applicants, the public, licensees, DCA staff, and vendors, in addition to numerous other state agencies.

**F. ACTIONS AND CONSEQUENCES**

The Analyst II verifies qualifying experience claimed by applicants on their application for licensure and may, based on results of the verification process, recommend denial of the application. Errors in judgment or procedure can result in improper or approval or denial of a license. Unqualified licensees pose a threat to the safety of the public due.

**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. Daily access to and use of a personal computer and telephone is essential. The position requires bending and stooping whenever necessary to retrieve files. The ability to tactfully handle communications of 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**

Incumbent must possess good 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 Bureau management needs. Confidentiality and discretion are required due to the nature and sensitivity of the documents handled. Incumbent works with considerable independence in evaluating documents submitted by applicants and obtained from law enforcement agencies and the courts relative to an applicant's criminal history. The position requires the ability to interpret the laws, regulations and policies related to substantial relationship of criminal convictions and criteria for rehabilitation, as well as penal code and other criminal code violations.

Title 11, section 703 (d) of the 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 to 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 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.

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

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Printed Name

Revised: 10/30/2025