DEPARTMENT OF CHILD SUPPORT SERVICES

DUTY STATEMENT

ASD 046 (REV. 09/2026)

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Type of Duty Statement:	Proposed	**Revision Date:**	

1. Position Information			
A. Employee Name:			
B. Position Number:	**C. CBID:**	**D. WWG:**	**E. Effective Date:**
817-160-5402-001	R01	2	
F. Classification Title:		**G. Working Title:**	
Analyst III		EEO & Workplace Programs Analyst	
H. Division:	**I. Branch/Section/Unit:**		
Executive	Office of Civil Rights		

2. POSITION REQUIREMENTS

Special Requirement: *Check All that Apply*

- ☐ Bilingual Fluency (Non-English Language) - Specify Below
- ☑ Background Check Requirements
- ☐ Other - Specify Below

A. Special Requirements Description, as applicable:

B. Conflict of Interest Required (Gov. Code 87300, et seq.)? ☑ **Yes** ☐ **No**

This position is designated under the Conflict-of-Interest Code. This position is responsible for making or participating in the making of governmental decisions that may potentially have a material effect on personal financial interests. The appointee is required to complete Form 700 within 30 days of appointment. Failure to comply with the Conflict-of-Interest Code requirements may void the appointment.

3. SUPERVISION

A. Supervision Received:

The incumbent reports directly to the Career Executive Assignment, Level A (CEA).

4. DUTIES AND RESPONSIBILITIES OF THE POSITION

CONDUCT, ATTENDANCE AND PERFORMANCE EXPECTATIONS

This position requires the incumbent conduct oneself in accordance with the Department of Child Support Services leadership practices and principles, maintain consistent and regular attendance; communicate effectively and professionally (both orally and in writing) in dealing with the public and/or other employees; develop and maintain knowledge and skills related to specific tasks, methodologies, materials, tools, and equipment; complete assignments in a timely and efficient manner; and adhere to all departmental policies and procedures.

GENERAL STATEMENT

Under the general direction of the CEA, the incumbent independently performs complex investigative, analytical, and consultative work in support of the Department of Child Support Services' (DCSS) Equal Employment Opportunity (EEO), Reasonable Accommodation, and Workplace Violence and Bullying Prevention (WVBP) programs.

A. Percentage of Time Performing Duties	**B. An itemized listing of the specific job duties and the percentage of time spent on each separate and distinct task, with essential and marginal functions identified. Percentages must be listed in descending order and must equal 100%. (No duties less than 5%.).**
ESSENTIAL FUNCTIONS	
IT Domain: *Check All That Apply*	**FOR INFORMATION TECHNOLOGY (IT) CLASSIFICATIONS ONLY** ☐ Business Technology Mgmt. ☐ Software Engineering ☐ IT Project Mgmt. ☐ System Engineering ☐ Information Security ☐ Client Services
45 %	Serves as DCSS Reasonable Accommodation Coordinator responsible for administering all aspects of the reasonable accommodation (RA) process, which includes disability, religious, pregnancy, lactation, and safety. Evaluates accommodation requests from applicants and departmental staff, recommends effective job modifications or alternative accommodations, facilitates interactive meetings, oversees implementation of approved accommodations, and re-evaluates current accommodations as necessary. Independently performs completed staff work on all RA deliverables, including the preparation of correspondence related to each request, coordination of workplace modifications, procurement of equipment or services, and deployment of approved equipment. Manages case files and tracking logs to ensure accurate documentation and timely case progression. Provides technical consultative services to departmental staff on matters relating to reasonable accommodations, such as the Americans with Disabilities Act, the California Fair Employment and Housing Act, and applicable federal and state laws, regulations, policies, and best practices.

20 %	Conducts timely, impartial, and thorough investigations of discrimination and harassment complaints and workplace violence and bullying incidents with minimal supervision. Interviews complainants, respondents, and witnesses via in person, telephone, or virtual platforms. Analyzes facts and information to determine whether policy violations have occurred. Prepares case correspondence, investigation reports, jurisdictional assessments, and other communication related to each case. Provides technical consultative services to departmental staff on matters relating to discrimination, harassment, workplace violence and bullying, and the department's complaint process. Apprise the CEA of investigation progress, investigative findings, and emerging employment-related issues, and recommends solutions. Gathers relevant documents and information and formulates responses to respond timely to discrimination and harassment charges filed against DCSS through external agencies, such as the California Civil Rights Department, the U.S. Equal Employment Opportunity Commission, and the California State Personnel Board. Maintains case files and logs to ensure accurate documentation and timely case progression, and updates case-related information in case management systems.
20 %	Assists with the development and maintenance of EEO, RA, and WVBP policies, procedures, and forms, including the DCSS Workplace Violence Prevention Plan. Develops EEO, RA, and WVBP training modules and informational materials and assists in delivering department-wide trainings. Conducts complex research and analyses on proposed and enacted federal and state laws, regulations, policies, and best practices relating to EEO, RA, and WVBP programs. Maintains legislative and regulatory tracking logs and monitors assigned items for changes, deadlines, and implementation requirements.

10 %	Monitors shared inboxes and respond to inquiries and assists with updating intranet pages and program communications. Processes lactation complaints from departmental staff. Coordinates the DCSS Employee Mediation Conflict Resolution Program contracted through the California Public Employment Relations Board's State Mediation and Conciliation Services. Tracks, coordinates, and reports on special projects on behalf of the CEA, ensuring milestones, deliverables, and timelines are accurately monitored, documented, and communicated to support informed executive decision-making.
%	

MARGINAL FUNCTIONS	
5 %	Represents the department in conferences, meetings, and administrative hearings which includes providing testimony and depositions, and presenting the department's decision on cases. Performs other duties as assigned within the scope of the classification.
0 %	**TOTAL**

5. WORKING ENVIRONMENT AND PHYSICAL REQUIREMENTS

☑ **Office Centered**

Incumbent's workspace will be a two-story, office building environment with standard modular cubicle or office spaces, temperature control and artificial lighting. Requires sitting for long periods of time while using a personal computer for email communication, reviewing documents, and attending meetings. Incumbent must be able to sit for extended periods of time attending meetings or sit and/or stand while working. Incumbent may perform repetitive hand motions such as typing, push, pull, reach, or bend (neck and waist). The work environment is fast-paced and can be demanding. May require periodic work during non-standard hours and during weekends to meet workload needs. Travel may be required for meetings or to attend professional training and/or events.

☐ **Remote Centered**

Incumbent's workspace will be divided between an office-centered, two-story, professional office building environment and a remote-centered work location in accordance with an approved telework agreement. Dedicated remote-centered workspaces must comply with all departmental and state safety and security policies. Requires sitting for long periods of time while using a personal computer, reviewing documents, and attending meetings remotely. The office-centered workspace consists of an office building environment with standard modular cubicle or hoteling office space, and artificial lighting. Requires sitting for long periods of time while using a personal computer, reviewing documents, and attending meetings remotely or in designated areas. The work environment is fast-paced and can be demanding. May require periodic work during nonstandard hours and during weekends to meet workload needs. Travel may be required to attend professional training and/or events. Remote centered teleworkers must forgo telework when their physical presence is required in the office on a regularly scheduled telework day.

6. OTHER RESPONSIBILITIES

A. Independence of Action and Consequences:

The incumbent performs duties with a high degree of independence and responsibility. Poor judgment and execution could impact all facets of DCSS and directly influence management's ability to foster a workplace free from discrimination and harassment, workplace violence, or bullying. Any lapses in judgment or performance could lead to mishandling of sensitive/confidential information or expose DCSS to legal risks associated with employment-related issues. The incumbent works in a fast-paced work environment with competing priorities and tight deadlines. The incumbent must be able to handle stressful or sensitive situations with tact, diplomacy, and confidentiality. The incumbent must follow established policies and procedures, communicate effectively verbally and in writing, and demonstrate regular and predictable attendance. Consistent with good customer service, the incumbent is expected to be courteous, provide timely responses to stakeholders, and follow through on work commitments.

B. Personal Contacts:

The incumbent has frequent contact with DCSS leadership, managers, supervisors, and staff, and external control agencies.

7. Acknowledgements

A. Employee's Acknowledgement: I have read and understand the duties listed above and I certify that I possess essential personal qualifications including integrity, initiative, dependability, good judgment, and ability to work cooperatively with others. I have received a copy of the duty statement.

I can perform these duties with or without reasonable accommodation: ☐ **Yes** ☐ **No**

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 notify the Reasonable Accommodation Coordinator in the Equal Employment Opportunity and Diversity Office.

Duties of this position are subject to change and may be revised as needed or required.

Employee's Name (Print):	
Employee's Signature:	
Date:	

B. Supervisor's Acknowledgment: I certify this duty statement represents current and an accurate description of the essential functions of this position. I have discussed the duties of this position with and provided the above-named employee a copy of this duty statement.

Supervisor's Name (Print):	
Supervisor's Signature:	
Date:	