Department of Consumer Affairs
Position Duty Statement
HR-41 (New 7/2015)

Classification Title Analyst II	**Board/Bureau/Division** Arbitration Certification Program
Working Title Certification Analyst	**Office/Unit/Section / Geographic Location** Sacramento
Position Number 594-110-5393-006	**Name and Effective Date**

General Statement: Under the direction of the Program Manager (Supervisor I), the Analyst II performs a wide range of the more responsible, varied, and complex analytical staff work to ensure that the state-certified arbitration programs remain in compliance with applicable state and federal law pertaining to California's Lemon Law arbitration process. The Analyst II will independently perform a variety of complex assignments, exercise professional judgment, and analytical abilities in each phase of the review of Arbitration Certification Program (ACP) participants, which will include an assessment of the operations of arbitration programs in place and the development of specific recommendations for improvement. The Analyst II will be responsible for all completed staff work performed, including reviewing reports and making recommendations for program improvements and their effective implementation. Duties may include, but are not limited to the following:

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

50% Monitor and Evaluate Arbitration Programs for Compliance with State and Federal Laws (E)

- Monitor arbitration meetings virtually. Understand and apply regulatory requirements to monitoring duties, issue violation letters for non-compliance with minimum standards to ensure a fair and expeditious resolution of disputes, and address issues and concerns with the arbitration programs to obtain compliance and a corrective action plan. Review and analyze data to supply accurate information for decision-making. (10%)

- Conduct in-depth dispute file review (DFR) investigations to ensure substantial compliance with recordkeeping requirements, understand and apply regulatory requirements to ensure minimum standards are met, obtain dispute records, and conduct a thorough review and analysis of records to include, documents, recordings, written correspondence, summaries of oral conversations, arbitrator decisions, and other dispute information. Issue violation letters for non-compliance with minimum standards to ensure consistent and thorough monitoring of arbitration programs and manufacturers and address issues and concerns with the arbitration programs to obtain compliance and a corrective action plan. Review and analyze data to supply accurate information for decision-making. (10%)

- Conduct in-depth investigations of consumer complaints, including the review of dispute files and documentation, interviewing complainants, witnesses, and arbitration program staff, as needed, identifying violations of statutes and regulations, and gathering and preparing supporting evidence. Independently prepare a concise and detailed case

summary with findings of the investigation, which includes documentation and pertinent evidence to ensure the findings are fully supported and provide recommendations grounded in investigative results. Review and analyze data to supply accurate information for decision-making. Issue violation letters for non-compliance with regulatory requirements and address issues and concerns with the arbitration programs to obtain compliance and a corrective action plan. (10%)

- Independently prepare concise, detailed reports after monitoring dispute meetings and conducting dispute file reviews, which include documentation and pertinent evidence and observations to ensure the findings are fully supported in laws and regulations, and provide recommendations grounded in investigative results. Prepare agenda, reports, and other items for discussion during biannual inspections of certified arbitration program operations and annual manufacturer inspections. Organize and facilitate inspections and complete final program report upon completion of inspection. (5%)

- Travel in-state and out-of-state to conduct biannual inspections of certified arbitration program operations, annual arbitrator training, and inspection of manufacturers' headquarters, for new certifications**.** (5%)

- Gather, review, and analyze certification application materials to determine whether a third-party dispute resolution process is in substantial compliance with state laws and regulations governing the certification process and making a recommendation to the Program Chief for issuance of certification to qualifying arbitration programs. Prepare and send welcome packets, certification letters, or denial letters. Perform data analysis and identify trends based on ongoing monitoring activities. Provide reports and feedback to Program Manager (Supervisor I) and Program Chief (Supervisor II), as directed. (5%)

- Respond to consumer complaints, inquiries, subpoenas, and Public Records Act (PRA) requests received via telephone, U.S. mail, or electronically (internet/email/fax). Appear for depositions, prepare responses and records for production for PRA and subpoenas, ensuring compliance with statutory mandates. Log complaints, inquiries, PRAs, and subpoenas received via the ACP’s tracking system. (5%)

15% Develop Various Program Reports, Consumer Satisfaction Surveys, and Annual Reviews (E)

- Research, investigate, track, and analyze all documentation for inclusion into various written program reports, including the consumer satisfaction survey report, annual reviews of program operations, departmental annual reports, biennial reports to the legislature, and strategic reports. This is the culmination of the ongoing review and monitoring of arbitration programs, including dispute file reviews, meeting reports, and analyzing the data to identify trends, violations of the minimum standards, or inconsistencies with written operating procedures. Apply statutes, regulations, and rules to identify violations of the minimum standards and draft detailed reports.

- Collect, compile, and evaluate data, and assist in the development of various management, legislative, departmental, and statistical reports regarding the certified programs operations. Research, analyze, and interpret data received from arbitration programs to include in reports and make written recommendations and escalate concerns to Program Manager (Supervisor I) and/or Program Chief (Supervisor II) as necessary.

10% Policy, Legislative and Regulatory Analysis (E)

- Research, analyze, and participate in the development of proposed legislation and regulations affecting the ACP, the Department, and state-certified arbitration programs. Research, analyze, prepare reports, and make written recommendations to the Program Manager (Supervisor I) and/or Program Chief (Supervisor II) regarding policy, procedural, and legislative and regulatory changes necessary to reach organization goals.

10% Administrative Duties (E)

- Perform general administrative duties and other duties as assigned. This will include tracking daily work activities to support audit workload.

5% Strategic Plan/Other Special Projects (E)

- Assist in the development and implementation of the ACP's strategic plan. Research, make written recommendations, and assist in the development and implementation of new and continuous improvements to ACP and state-certified arbitration programs.

- Research, analyze, and prepare, IRAC research summaries, and other documents assigned.

5% Outreach Activities (M)

- Meet and/or correspond with the department's legal office, lemon law administrators, consumer organizations, various governmental agencies regarding various issues, and stakeholders as assigned.

- Develop and conduct presentations at various governmental agencies and consumer organizations; attend various conferences, seminars, and events for public outreach.

- Assist in the development and implementation of educational materials.

5% Other duties as assigned **(M)**

B. Supervision Received

The Analyst II reports directly to and receives assignments from the Program Manager (Supervisor I) based on direction from the ACP Program Chief (Supervisor II).

C. Supervision Exercised

None

D. Administrative Responsibility

None

E. Personal Contacts

The incumbent may have daily contact with the following staff: Department staff, vehicle manufacturers, arbitration program staff, the public, and other State/Federal Government Agencies to research or respond to requests regarding California's Lemon Law arbitration process. The required function of this position is to consistently provide exceptional customer service to internal and external customers.

F. Actions and Consequences

Regular and consistent attendance is critical to the successful performance of this position due to the heavy workload and time-sensitive nature of the work. The incumbent routinely works with and is exposed to sensitive and confidential issues and / or materials and is expected to maintain confidentiality at all times.

G. Functional Requirements

The incumbent works 40 hours per week in an office setting, with artificial lighting and temperature control. Daily access and the ability to use a personal computer and telephone are essential. Sitting and standing requirements are consistent with office work. The incumbent must be able to sit for long periods of time at meetings and training sessions. The incumbent may be required to travel to conduct onsite inspection visits as needed annually and for new certification programs by various methods of transportation. Travel may include long distances and overnight stays (including out-of-state). The Analyst II must also be able to do occasional medium lifting of 20 – 50 lbs. boxes, large file folders, and equipment.

H. Other Information

Incumbent must possess excellent written and oral communication skills; experience in the regulatory process and legislative analysis; ability to manage time and resources effectively; ability to maintain speed and accuracy in completing assignments; ability to work independently in a small team environment; ability to work under changing priorities or due dates; ability to look and act in a professional manner; and exhibit courteous behavior towards coworkers and the public 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 with 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.)

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Employee Signature Date

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Employee's Printed Name

I have discussed the duties of this position 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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Supervisor's Printed Name

Revised: 10/2026