☐Current ☐Proposed

STATE OF CALIFORNIA
CALIFORNIA VICTIM COMPENSATION BOARD
Rev. 04/22

DUTY STATEMENT

EMPLOYEE		RPA # / JOB CONTROL # 27-021 / JC-537915	
POSITION NUMBER 040-110-5393-808	CLASSIFICATION Analyst II	WORKING TITLE Investigation Analyst	
DIVISION External Affairs and Compliance	SECTION/UNIT Compliance	CBID R01	WWG 2
WORK DAYS Monday - Friday	WORK HOURS 8AM – 5PM	TENURE Permanent	TIME BASE Full-time

CONFLICT OF INTEREST CLASSIFICATION

This position is designated under the Conflict of Interest Code and 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 a Form 700 within 30 days of appointment. Failure to comply with the Conflict of Interest Code requirements may void the appointment.

Conflict of Interest Classification? ☒ Yes ☐ No

DEPARTMENT OVERVIEW

The California Victim Compensation Board (CalVCB) is a state program dedicated to provide financial assistance to victims of crime and help them restore their lives. At CalVCB, we work to reduce the impact of crime of victims' lives. We reimburse crime-related expenses, connect victims with services and support, and do all we can to inform and empower victims.

Our Mission: CalVCB is a trusted partner in providing restorative financial assistance to victims of crime.
Our Vision: CalVCB helps victims of crime restore their lives.

EMPLOYEE ACKNOWLEDGEMENT

I have read and understand the duties of this position and I certify that I possess essential personal qualifications including integrity, initiative, dependability, good judgment, and ability to work cooperatively with others; and a state of health consistent with the ability to perform the assigned duties as described above 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 Office of Civil Rights).

EMPLOYEE'S NAME (Print)	EMPLOYEE'S SIGNATURE	DATE

SUPERVISOR ACKNOWLEDGEMENT

I certify this duty statement represents current and an accurate description of the essential job functions of this position. I have discussed the duties of this position with the employee and provided the employee a copy of this duty statement.

SUPERVISOR'S NAME (Print)	SUPERVISOR'S SIGNATURE	DATE

STATE OF CALIFORNIA CALIFORNIA VICTIM COMPENSATION BOARD

DUTY STATEMENT

(REV. 04/22)

GENERAL STATEMENT

Under the general direction of Supervisor II of the Compliance Section the incumbent is responsible for independently investigating concerns and responding to Ombudsperson and fraud hotline complaints. This position also periodically evaluates the Master Death File to ensure CalVCB is not paying deceased victims to prevent fraud. The incumbent is also responsible for producing reports at the request of CalVCB management.

PERCENTAGE OF TIME SPENT	DUTIES
%	**ESSENTIAL JOB FUNCTIONS**
40%	**Investigations:** Collects, analyzes, and interprets data using statistical tools and completed staff work principles to detect anomalies, trends, and indicators of potentially fraudulent activity, and develops well-supported recommendations. Prepares clear, concise, data-driven reports that highlight risk areas, root causes, and opportunities to strengthen fraud prevention, operational efficiency, and program effectiveness. Performs cross-divisional reviews to assess compliance, address stakeholder concerns, and identify vulnerabilities or procedural gaps. Maintains strict confidentiality in all communications, investigative activities, and records on behalf of CalVCB.
30%	**Risk Mitigation:** Collaborates with staff, management, and program leadership to evaluate findings and develop risk-mitigation strategies. Participates in fraud and ombudsperson investigations and special projects as directed by the Executive Team. Conducts provider reviews to identify and prevent fraudulent billing practices, and coordinates with VCD staff on provider Corrective Action Plans. Communicates with providers, claimants, and applicants, both by phone and in writing, to ensure understanding and compliance with applicable statutes and regulations. Applies completed staff work to conduct thorough analysis, ensuring all findings are evidence-based, clearly documented, actionable recommendations.
25%	**Ombudsperson and Fraud:** Independently investigates and responds to Ombudsperson complaints. Reviews and evaluates all relevant evidence to ensure compliance with CalVCB statutes, regulations, policies, and procedures. Prepares clear, concise, and comprehensive reports documenting findings, recommendations, and resolutions for historical reference and management review. Communicates with victims and internal/external stakeholders by telephone and written correspondence to gather information, clarify issues, and facilitate fair and equitable resolutions. Monitors, reviews, and investigates allegations of fraud received through email and telephonic communications. Conducts detailed investigations to determine whether fraudulent activity has more likely than not occurred and prepares thorough summaries of findings, supporting documentation, and recommendations for review by Supervisor II.

%	MARGINAL JOB FUNCTIONS
5%	Performs other job-related duties to support organizational integrity and compliance objectives, including participation in high-priority fraud-related initiatives, emerging risk assessments, and special projects. Provides analytical and operational support to strengthen fraud detection, internal controls, and compliance frameworks, and responds to time-sensitive or complex assignments as directed by management.

DESIRABLE QUALIFICATIONS

- Effectively operate a computer using the following software programs: Microsoft Word, Excel, Outlook, Visio and Access.
- High degree of confidentiality for sensitive issues.
- Ability to develop statistical data and evaluate results.
- Ability to apply and interpret policies, regulations, and laws.
- Ability to work independently and as part of a team, think strategically, manage change, provide innovative solutions to complex, technical, and politically sensitive problems, and respond effectively to feedback.
- Ability to work effectively under pressure and to ensure timely completion of tasks within the stipulated hours and milestones.
- Knowledge of and experience evaluating practices for organizational management, project management, internal controls, and fraud risk.
- Knowledge of professional standards for investigations, evaluations, and reviews.
- Ability to take and follow verbal or written directions from supervisors/managers.
- General knowledge of the VCP program to be able to establish program goals/objectives, identify/resolve program issues, etc.
- General knowledge of the department's mission, goals, and policies to ensure that the progress and completion of work assignments and tasks conform to the overall objectives of the unit and/or division.
- General knowledge of governmental functions and organization at the State and local level to maintain and foster a good working relationship with our clients.

PERSONAL CHARACTERISTICS AND EXPECTATIONS

- Demonstrated ability to act independently and as a member of a team with open-mindedness, flexibility, and tact.
- Ability to effectively handle stress and deadlines in a fast-paced work environment.
- Ability to problem-solve and use critical and creative thinking to effectively perform work.
- Display good interaction skills and the ability to deal professionally, congenially and in a personable manner with the public, other governmental entities, and staff at all levels.
- Communicate successfully in a diverse community as well as with individuals from varied backgrounds.
- Understand, follow, and enforce all safety rules and procedures.
- Be supportive of management and coworkers.
- Maintain the confidence and cooperation of others.
- Ensure deadlines are met.
- Manage multiple & changing priorities.
- Maintain acceptable, consistent, and regular attendance.
- Develop and maintain knowledge and skills related to the job.
- Complete assignments in a timely and efficient manner.

PHYSICAL ABILITIES

- Typical work requires prolonged sitting using a computer and telephone.
- Common eye, hand, and finger dexterity is required for most essential functions.