Department of Consumer Affairs
Position Duty Statement (Outline)
HR-41 (Revised 12/2024)

Classification Title Analyst II	**Board/Bureau/Division** Division of Investigation (DOI)
Working Title Investigative Analyst	**Office/Unit/Section / Geographic Location** Special Operations Unit (SOU)/ Internal Affairs/Sacramento
Position Number 612-200-5393-001	**Name and Effective Date**

General Statement: Under the direction of the Supervising Investigator I, in the Special Operations Unit (SOU), the incumbent performs the most complex analytical duties and responsibilities for the Division of Investigation (DOI) associated with investigative support including: coordination of workplace violence investigations and corresponding incident logs and record management; updating the Department-wide workplace violence prevention plan and policy and acting as the subject matter expert (SME) on workplace violence investigations; maintaining and analyzing operational statistics; , coordination of background investigations and hiring for DOI sworn peace officers and non-sworn personnel positions; acting as liaison for CalHR; assisting with developing department-wide policy and trainings; and completing special projects independently. Duties include, but are not limited to, the following::

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

40% Background Investigations (E)

- Identifies issues and provides recommendations to management for sworn and non-sworn applicants by independently reviewing and evaluating documents submitted for the background process. Conducts inquiries by contacting the applicant's friends, relatives, acquaintances, neighbors, past employers, the Department of Justice (DOJ), the Federal Bureau of Investigation (FBI), local and out of state law enforcement agencies, courts, and schools via written correspondence and/or fax. Assists with background investigations for sworn and non-sworn personnel, including retired peace officer Carry Concealed Weapons (CCW) permits and Infraction Citation Authority (ICA) clearances. **10%**
- Serves as the liaison between DOI and the California Department of Human Resources (CalHR) regarding the medical and psychological evaluations and clearances required to approve/deny candidate's background investigations; maintains the confidential/sensitive medical and psychological exams issued by CalHR in the candidates background file; coordinates the medical and psychological exam process of perspective hires with DOI hiring management; provides training for DOI staff in CalHR's psychological testing proctoring and works with CalHR to maintain up-to-date training and the statewide approved proctor database; receives medical and psychological clearance/non-clearance notices from CalHR and provides results to DOI management; coordinates with the DOI Personnel Liaison to complete new hire appointment documents, including

but not limited to, psychological and medical clearances, criminal history clearance and proof of eligibility for pay differential required by the Department in order to process appointment; and acts as the DOI SME on the background investigation process, working directly with candidates and investigators to ensure compliance with Peace Officer Standards and Trainings (POST) background investigation requirements. **15%**

- Develops, maintains, and updates database to track the various stages of a candidate's pre-employment background investigation to ensure timely completion of background investigations; make recommendations and provides assistance to investigators performing background investigations, including working in the field to complete file reviews with outside agencies and neighborhood checks. **10%**
- Works as the subject matter expert on completed background investigation files and completes evaluation of files for annual compliance audits with Peace Officer Standards and Training (POST). **5%**

20% Workplace Violence (E)

- Identifies issues and provides recommendations to management regarding workplace violence reports received and completed workplace violence logs by independently reviewing and evaluating documents. Conducts inquiries by contacting local and out-of-state law enforcement agencies, and courts via written correspondence and/or fax.
- Handles the most intricate, sensitive, and comprehensive confidential information related to workplace violence incidents and investigations.
- Prepares data and case updates while leading the DCA Workplace Violence Assessment Team encompassing representatives from Legal Affairs, Office of Human Resources, Equal Employment Office, DCA's Executive Office and command staff and investigators for the Division of Investigation.
- Serves as the liaison between the California Department of Industrial Relations (DIR), Department of Consumer Affairs' (DCA) Office of Human Resources, and SOU regarding the request for workplace violence incident logs.
- Develops, maintains, and updates database to track workplace violence reports and incident logs. Analyzes data collected from this database to identify potential hazardous environments across DCA and utilizes this data to improve required Department-wide workplace violence prevention training.
- Develops, maintains, and tracks workplace violence incident logs following DCA's and legal requirements for retention.
- With the help of the training section, develops new department-wide Workplace Violence training modules in accordance with California Labor Codes, OSHA regulations, and updates to the Workplace Violence Prevention Policy and Plan.
- Acts as the SME on workplace violence inquiries and presents workplace violence prevention and reporting training to DCA staff as required by law.

20% Policy and Procedures (E)

- Serves as a subject matter expert on existing laws, legislation, policies, procedures, and regulations pertaining to DOI law enforcement and workplace violence across the Department of Consumer Affairs. Independently reviews and interprets the previously mentioned to determine whether internal policies and procedures need to be amended or updated to ensure consistency of content and format in compliance with legal and professional standards. Makes recommendations to management and advises other analytical staff on actions or updates needed.
- Research and compiles data from various sources (legal statutes, administrative regulations, State or Federal requirements) and performs detailed analysis to determine whether existing manuals need revision or new policies and procedures are necessary; and if necessary, writes revisions. Conducts the requisite legal research and composes policies for adoption into the respective manual. Has regular and ongoing contact with senior management and legal representatives to facilitate approval of revised or new policies and procedures.
- Develops and revises the Workplace Violence Prevention Plan as required. Evaluates and interprets new laws and DIR policies and regulations relating to workplace violence. Identifies deficiencies and makes recommendations for improvement and implements the modifications to the workplace violence plan, policies, investigations, or incident logs. Leads a project team to update outdated DCA Workplace Violence Prevention Policies, Plans, and training.
- Presents updated Department policies to the DCA Policy Review Committee (PRC), Legal Affairs, and relevant labor unions.
- With the assistance of the SOU Supervising Investigator, reviews, updates, and trains SOU staff on procedural changes and creates an official procedure manual.

10% Liaison with Other Agencies and Programs (E)

- Serves as a backup liaison for the Criminal Offender Record Information (CORI), the Western States Information Network (WSIN); acts as a backup trainer for DOI staff on the California Law Enforcement Telecommunication System (CLETS) and WSIN to ensure compliance with established legal standards; acts as the liaison between DCA's Information Technology groups, the DOJ, the Department of Motor Vehicles (DMV) and the FBI to ensure staff are established as database users and have access to the respective databases. Coordinates and facilitates implementation of new systems including identifying new users and ensuring training is provided; and monitors the appropriate use and access to the databases through established governmental audit processes.
- Reviews and interprets information from the DOJ, DMV and FBI concerning sensitive law enforcement programs and prepares policy or procedural memorandums for DOI enforcement staff to ensure compliance with new laws. Identifies new databases available to law enforcement agencies and databases available via improved technology; identifies system requirements and prepares recommendation to the Executive Management Team concerning whether the database will enhance enforcement operations. Facilitates and represents DOI in

audits conducted by the DOJ and FBI to ensure compliance with DOJ and FBI policies, and monitors staff's use of criminal history information to maintain compliance with DOJ and FBI policies, rules, laws and regulations.
- Acts as the record management liaison for outside law enforcement agencies requesting file reviews of previous background investigations and internal affairs investigations relevant to legal requests, and as the records management SME for annual POST background investigation audits and reviews.
- Acts as the workplace violence SME with other programs, identifying hazards and creating specialized trainings in line with California Labor Code 6401.9 requirements.

10% General Analytical (E)
- Independently evaluates analytical/statistical data and makes recommendations to DOI management regarding workload, case aging, trends and process improvements.
- Conducts data analysis and prepares various statistical reports for confidential background investigations, internal affairs investigations, threats, and workplace violence incidents.
- Develops and coordinates the implementation of training to client agencies in regardsto the Workplace Violence Prevention Policy and Infraction Citation Authority Program.
- Analyzes current CCW records and creates management system to identify current and expired licenses and missing CORI information.
- Works as the SOU CalCard purchaser for SOU court records requests.

B. Supervision Received

This incumbent works under the direction of the Supervising Investigator I in the SOU, requiring little oversight for daily tasks.

C. Supervision Exercised

None

D. Administrative Responsibility

None

E. Personal Contacts

The incumbent has daily contact with SOU staff and command level division staff. Maintains regular contact with DCA executive office support staff and Board and Bureau management staff. Regular contact with other state agency staff including CalHR, Commission on Peace Officer Standards and Training (POST), and DOJ and has some contact with the public.

F. Actions and Consequences

Failure to implement and maintain effective procedures and practices could

result in the day-to-day operations of the SOU being disrupted and may impact the ability of the investigators to efficiently conduct investigations.

Failure to efficiently interpret laws could result in department citations and insufficient employee safety measures across DCA.

G. Functional Requirements

The incumbent works up to 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 minimal walking or bending, stooping to retrieve files and bending/lifting (10-15 lbs.)

H. Other Information

The incumbent is expected to exercise a high level of independence, discretion and professionalism. The incumbent must possess excellent verbal and written communication skills and have in-depth knowledge and proficiency in the use of Excel and Word which is required to perform the job functions. The incumbent must use good judgment in decision making, exercise creativity and flexibility in problem identification and resolution; manage time and resources effectively, and be able to work efficiently and cooperatively with others in a team setting and be able to work under changing priorities and deadlines. This position requires confidentiality and discretion due to the sensitivity of documents handled. In addition, the ability to work cooperatively with others, to exhibit courteous and professional behavior towards coworkers and the public at all times and to report to work on time are all required.

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 with DCA's (CORI) procedures, clearance shall be maintained while employed in a CORI-designated position. Additionally, the incumbent 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.)

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Employee Signature Date

Employee 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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Supervisor Printed Name

Revision 8/2026