

**STATE OF CALIFORNIA
DEPARTMENT OF FAIR EMPLOYMENT AND HOUSING
DUTY STATEMENT**

Employee Name	Classification Name	Position Number
Vacant	Associate Governmental Program Analyst	326-XXX-5393-XXX
Division/Unit	Date	Prior Pos # (if applicable)
Enforcement/Employment		

SUMMARY OF DUTIES AND RESPONSIBILITIES

The incumbent performs a variety of tasks under general supervision of the Staff Services Manager I or District Administrator (Staff Services Manager II) and may also receive direction from the Administrator II (Staff Services Manager III), Assistant Deputy Directors or Deputy Directors. The Associate Governmental Program Analyst (AGPA) provides professional, quality service and accurate information of more varied complexity to the public by accepting, gathering, and analyzing investigative data, and investigating and resolving complaints of unlawful discrimination in employment, housing, and public accommodations, and from hate violence and human trafficking. This is a full journey level position.

Description of Essential Functions:

- 40% **Investigation:** Conducts neutral fact-finding investigations into complaints of discrimination. Conducts on-site investigations, as warranted. Interviews and gathers information from complainants, respondents, and various witnesses. Review and analyze documents, testimony, and issues with reference to the appropriate interpretation and application of civil rights laws, rules, and regulations. Prepares a report pertaining to each investigation completed in accordance with Departmental procedures/guidelines. Determine whether it appears that a violation of the law has occurred.
- 25% **Intake:** Conduct Intake interviews and determines whether complaints should be accepted for investigation or rejected. Analyzes issues with reference to the appropriate interpretation and application of various civil rights laws, rules, and regulations. Solicits sensitive information in a tactful manner for purposes of drafting complaints of discrimination. Craft complaints of discrimination demonstrating how prima facie elements were met. Serve complaints of discrimination and supplemental questions on Respondents and secure responses.
- 15% **Case Maintenance:** Maintains all case-related information in the department's case management system(s). Maintains proper records in compliance with Departmental procedures. Maintains case diaries to reflect changes of address, dates of correspondence and contacts, and the content of conversations and interviews.

- 10% **Settlement Negotiations:** Explores resolution and negotiates settlements between complainants and respondents. Prepares for and participates in formal settlement conferences with the District Administrator, complainant(s) and respondent(s). Prepares settlement documents. Refer to and monitor cases in the Dispute Resolution Department.
- 5% **Discovery:** Prepares formal discovery (e.g., interrogatories, subpoenas). Meets time frames based on established guidelines for case investigation and as set forth by statutory requirement(s).

Marginal Functions:

- 5% **Meetings & Training:** Attends Department meetings. Participate in ongoing departmental training. May participate in seminars and interact with various respondent and community groups. Performs other duties, as assigned.

Desirable Qualifications

- Experience in or knowledge of complete investigative techniques, methodology and/or settlement of complaints.
- Ability to communicate effectively and establish and maintain cooperative working relationships with co-workers and members of the public and display excellent customer service skills.
- Ability to operate a computer and knowledge of Microsoft Suite including Excel.
- Ability to interpret and apply laws and regulations to specific situations.
- Ability to follow oral and written instruction and established procedures.
- Ability to gather and analyze facts and evidence; reason logically, draw valid conclusions, and make appropriate recommendations and participate effectively in investigations and interviews.
- Experience in promoting equal opportunity to protected groups, such as ethnic minorities, women, the physically disabled, senior citizens; **or** Experience in community organization work, social group work, or other comparable experience in the human relations, industrial relations, or housing industry fields; **or** Experience as a labor or management representative with substantial responsibility for the promotion and implementation of fair employment and/or housing practices within a trade, industry or organization
- Ability to prepare written documents and accurate detailed reports clearly and concisely.
- Experience working as a project leader or coordinating the efforts of representatives on projects.
- Ability to speak a second language (bilingual) or American Sign Language preferred, but not required.

Special Personal Requirements

Demonstrated ability to act independently, open-mindedness, flexibility, and tact.

Special Personal Characteristics

Ability to function in sensitive areas in a tactful and judicious manner; willingness to work irregular hours and to travel widely within an assigned area; demonstrated objectivity and emotional stability.

Personal Contacts

The Associate Government Program Analyst (AGPA) has daily contact with Departmental management and staff, complainants, respondents, legal representatives, and the public in general.

Work Environment, Physical, or Mental Abilities:

The demands described here are representative of those that must be met by the incumbent to successfully perform the essential functions of the job.

- Requires ability to effectively handle stress, and work in a noisy and fast paced environment.
- Requires daily use of a telephone, computer, monitor, keyboard, mouse in a workstation for 6.5 to 7 hours per day.
- Requires ability to lift cases files, office supplies, books and manuals (up to 20 lbs.)
- Requires ability to complete tasks that require reaching, bending, grasping, and making repetitive hand movements in the performance of daily duties.
- Requires prolonged sitting and/or standing in a workstation for 6.5 to 7 hours per day.
- Requires punctual and regular attendance.
- Requires occasional driving to conduct on-site investigations.

Working Conditions

The above statements are intended to describe the general nature and level of work being performed by the incumbent. They are not intended to be an exhaustive list of all responsibilities, duties, skills or working conditions associated with this job.

Supervision Received:

The AGPA receives general supervision from the Staff Services Manager I or District Administrator and may also receive direction from the Administrator II, Assistant Deputy Directors, or Deputy Directors.

Working Conditions:

The above statements are intended to describe the general nature and level of work being performed by the incumbent. They are not intended to be an exhaustive list of all responsibilities, duties, skills or working conditions associated with this job.

Actions and Consequences:

The AGPA must adhere to all applicable laws, rules, policies, and procedures, including but not limited to the Department’s Enforcement Directives, Pre-Accusation Discovery Manual, and any directions received from Departmental management personnel. The AGPA interacts professionally and appropriately with a wide range of persons, internal and external to the Department, including other Department employees, complainants, respondents, attorneys, and community-based organizations. The AGPA is a critical position requiring daily interaction with the public and the processing of time-sensitive and confidential documents. A failure to process work promptly, accurately and with good judgment could result in the rights of complainants and/or respondents, as set forth in the Fair Employment and Housing Act, Ralph Civil Rights Act, Equal Pay Act, Disabled Person’s Act, Unruh Civil Rights Act, California Trafficking Victims Protection Act, and as set forth in Government Code 11135, being jeopardized and/or compromised. Failure to use good judgment in handling sensitive and confidential information could result in violation(s) of individual privacy rights.

Certification of the Employee:

I have read and understand the duties as described above for the Associate Governmental Program Analyst (AGPA). I meet the job requirements as described above and can perform the essential functions with or without a reasonable accommodation.

Employee’s Signature

Date

Supervisor’s Signature

Date

**STATE OF CALIFORNIA
DEPARTMENT OF FAIR EMPLOYMENT AND HOUSING
DUTY STATEMENT**

Employee Name	Classification Name	Position Number
Vacant	Staff Service Analyst	326-XXX-5157-XXX
Division/Unit	Date	Prior Pos # (if applicable)
Enforcement/Employment		

SUMMARY OF DUTIES AND RESPONSIBILITIES

The incumbent performs a variety of tasks under close supervision of the Staff Services Manager I or District Administrator (Staff Services Manager II) and may also receive direction from the Administrator II (Staff Services Manager III), Assistant Deputy Directors or Deputy Directors. The Staff Service Analyst (SSA) provides professional, quality service and accurate information of more varied complexity to the public by accepting, gathering, and analyzing investigative data, and investigating and resolving complaints of unlawful discrimination in employment, housing, and public accommodations, and from hate violence and human trafficking. This is the entry through first journey level position.

Description of Essential Functions:

- 40% **Investigation:** Conducts neutral fact-finding investigations into complaints of discrimination. Conducts on-site investigations, as warranted. Interviews and gathers information from complainants, respondents, and various witnesses. Review and analyze documents, testimony, and issues with reference to the appropriate interpretation and application of civil rights laws, rules, and regulations. Prepares a report pertaining to each investigation completed in accordance with Departmental procedures/guidelines. Determine whether it appears that a violation of the law has occurred.
- 25% **Intake:** Conduct Intake interviews and determines whether complaints should be accepted for investigation or rejected. Analyzes issues with reference to the appropriate interpretation and application of various civil rights laws, rules, and regulations. Solicits sensitive information in a tactful manner for purposes of drafting complaints of discrimination. Craft complaints of discrimination demonstrating how prima facie elements were met. Serve complaints of discrimination and supplemental questions on Respondents and secure responses.
- 15% **Case Maintenance:** Maintains all case-related information in the department's case management system(s). Maintains proper records in compliance with Departmental procedures. Maintains case diaries to reflect changes of address, dates of correspondence and contacts, and the content of conversations and interviews.

- 10% **Settlement Negotiations:** Explores resolution and negotiates settlements between complainants and respondents. Prepares for and participates in formal settlement conferences with the District Administrator, complainant(s) and respondent(s). Prepares settlement documents. Refer to and monitor cases in the Dispute Resolution Department.
- 5% **Discovery:** Prepares formal discovery (e.g., interrogatories, subpoenas). Meets time frames based on established guidelines for case investigation and as set forth by statutory requirement(s).

Marginal Functions:

- 5% **Meetings & Training:** Attends Department meetings. Participate in ongoing departmental training. May participate in seminars and interact with various respondent and community groups. Performs other duties, as assigned.

Desirable Qualifications

- Experience in or knowledge of complete investigative techniques, methodology and/or settlement of complaints.
- Ability to communicate effectively and establish and maintain cooperative working relationships with co-workers and members of the public and display excellent customer service skills.
- Ability to operate a computer and knowledge of Microsoft Suite including Excel.
- Ability to interpret and apply laws and regulations to specific situations.
- Ability to follow oral and written instruction and established procedures.
- Ability to gather and analyze facts and evidence; reason logically, draw valid conclusions, and make appropriate recommendations and participate effectively in investigations and interviews.
- Experience in promoting equal opportunity to protected groups, such as ethnic minorities, women, the physically disabled, senior citizens; **or** Experience in community organization work, social group work, or other comparable experience in the human relations, industrial relations, or housing industry fields; **or** Experience as a labor or management representative with substantial responsibility for the promotion and implementation of fair employment and/or housing practices within a trade, industry or organization
- Ability to prepare written documents and accurate detailed reports clearly and concisely.
- Experience working as a project leader or coordinating the efforts of representatives on projects.
- Ability to speak a second language (bilingual) or American Sign Language preferred, but not required.

Special Personal Requirements

Demonstrated ability to act independently, open-mindedness, flexibility, and tact.

Special Personal Characteristics

Ability to function in sensitive areas in a tactful and judicious manner; willingness to work irregular hours and to travel widely within an assigned area; demonstrated objectivity and emotional stability.

Personal Contacts

The Associate Government Program Analyst (SSA) has daily contact with Departmental management and staff, complainants, respondents, legal representatives, and the public in general.

Work Environment, Physical, or Mental Abilities:

The demands described here are representative of those that must be met by the incumbent to successfully perform the essential functions of the job.

- Requires ability to effectively handle stress, and work in a noisy and fast paced environment.
- Requires daily use of a telephone, computer, monitor, keyboard, mouse in a workstation for 6.5 to 7 hours per day.
- Requires ability to lift cases files, office supplies, books, and manuals (up to 20 lbs.)
- Requires ability to complete tasks that require reaching, bending, grasping, and making repetitive hand movements in the performance of daily duties.
- Requires prolonged sitting and/or standing in a workstation for 6.5 to 7 hours per day.
- Requires punctual and regular attendance.
- Requires occasional driving to conduct on-site investigations.

Working Conditions

The above statements are intended to describe the general nature and level of work being performed by the incumbent. They are not intended to be an exhaustive list of all responsibilities, duties, skills or working conditions associated with this job.

Supervision Received:

The SSA receives close supervision from the Staff Services Manager I or District Administrator and may also receive direction from the Administrator II, Assistant Deputy Directors, or Deputy Directors.

Working Conditions:

The above statements are intended to describe the general nature and level of work being performed by the incumbent. They are not intended to be an exhaustive list of all responsibilities, duties, skills or working conditions associated with this job.

Actions and Consequences:

The SSA must adhere to all applicable laws, rules, policies, and procedures, including but not limited to the Department’s Enforcement Directives, Pre-Accusation Discovery Manual, and any directions received from Departmental management personnel. The SSA interacts professionally and appropriately with a wide range of persons, internal and external to the Department, including other Department employees, complainants, respondents, attorneys, and community-based organizations. The SSA is a critical position requiring daily interaction with the public and the processing of time-sensitive and confidential documents. A failure to process work promptly, accurately and with good judgment could result in the rights of complainants and/or respondents, as set forth in the Fair Employment and Housing Act, Ralph Civil Rights Act, Equal Pay Act, Disabled Person’s Act, Unruh Civil Rights Act, California Trafficking Victims Protection Act, and as set forth in Government Code 11135, being jeopardized and/or compromised. Failure to use good judgment in handling sensitive and confidential information could result in violation(s) of individual privacy rights.

Certification of the Employee:

I have read and understand the duties as described above for the Staff Service Analyst (SSA). I meet the job requirements as described above and can perform the essential functions with or without a reasonable accommodation.

Employee’s Signature

Date

Supervisor’s Signature

Date