

**DUTY STATEMENT  
DEPARTMENT OF JUSTICE  
DIRECTORATE DIVISION  
PUBLIC INQUIRY UNIT**

**NAME:**

**JOB TITLE:** Associate Governmental Program Analyst

**STATEMENT OF DUTIES:** Under the direction of the Manager of the Public Inquiry Unit (PIU), the Associate Governmental Program Analyst (AGPA) oversees all aspects of the Units handling of written and telephonic communications. The AGPA also has lead responsibility for handling the most difficult telephone and written constituent requests. Duties require advanced computer proficiency, strong organizational skills, analytical ability, and exceptional written and verbal communication skills.

**SUPERVISION RECEIVED:** Supervised by the Staff Services Manager I of PIU.

**SUPERVISION EXERCISED:** No supervision of others is required.

**TYPICAL PHYSICAL DEMANDS:** Ability to sit, type, rotate, and work at a computer workstation for extended periods. Ability to occasionally lift and move items weighing up to 40 pounds.

**TYPICAL WORKING CONDITIONS:** A personal high-walled cubicle or office in an enclosed windowed office in a smoke-free environment.

**ESSENTIAL FUNCTIONS**

- 60% Independently analyzes, researches, and responds to difficult, sensitive, and high priority correspondence from members of the public, businesses, and government agencies. Accurately identifies and enters complaint information into Department databases. Frequently consults with Senior Assistants and Deputy Attorneys General to determine correct handling of correspondence, and drafts original response letters that must be legally and technically accurate and well written.
- 20% Handles varied and complex telephone calls from members of the public, businesses, and government agencies. Serves as a second-level contact for the PIU call center and handles escalated calls from the Executive Office, PIU staff, and other Department programs and staff.
- 20% Other analytical duties as assigned, including: Identifies and produces hard copy and electronic records of complaints for use in the Department's investigations and enforcement actions. Prepares reports and spreadsheets documenting complaints and violations for use in the Department's investigations and enforcement actions. Researches and responds to Public Records Act (PRA) requests in consultation with legal staff. Assists Office of Legislative Affairs staff with constituent requests, provides data in support of legislation sponsored by the Department, and prepares fiscal assessments for legislation that impacts the Unit. Creates and updates content for the Department's Internet website. Drafts new standardized response letters as needed.

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I have read and understand the essential functions and typical physical demands required of this job, and I am able to perform the essential functions with or without reasonable accommodation. (Refer to the Essential Functions Health Questionnaire, STD. 910.)

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Employee's Signature                      Date

\_\_\_\_\_  
Print Employee Name

\_\_\_\_\_  
Supervisor's Signature                      Date

\_\_\_\_\_  
Print Supervisor Name

4/08/21