



DUTY STATEMENT

EMPLOYEE		RPA # / JOB CONTROL # 23-128 & 23-144 / JC-357125	
POSITION NUMBER 040-230-5157-006	CLASSIFICATION Staff Services Analyst (Bilingual)	WORKING TITLE Benefit Determination Analyst	
DIVISION Victim Compensation Division	SECTION/UNIT Claimant Assistance Processing Section / Various	CBID R01	WWG 2
WORK DAYS Monday - Friday	WORK HOURS 8:00 a.m. – 5:00 p.m.	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 on 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 certify 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) Vacant	EMPLOYEE'S SIGNATURE	DATE
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SUPERVISOR ACKNOWLEDGEMENT

I certify this duty statement represents a current and 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
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GENERAL STATEMENT

Under supervision of the Staff Services Manager I (SSM I), the Spanish speaking Staff Services Analyst (General) (SSA) recommends reimbursement for crime-related expenses in compliance with CalVCB statutes, regulations, and policies.

PERCENTAGE OF TIME SPENT	DUTIES
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The performance of duties will be accomplished in accordance with CalVCB policies and in compliance with the established rules and standards governing the program. Candidates must have the ability to perform the following essential functions with or without reasonable accommodations. Must maintain confidentiality of all CalVCB records.

40%	<p><u>ESSENTIAL JOB FUNCTIONS</u></p> <p>Process requests for reimbursement and payment of crime-related losses from applicants and providers in consideration of the maximum rates and service limitations for the type of expense being processed.</p> <ul style="list-style-type: none"> • Analyze requests for losses of income or support loss and expenses related to medical, dental, funeral/burial, mental health, rehabilitation, relocation and other expenses submitted to CalVCB for reimbursement and determine whether the expenses are directly crime-related. • Contact hospitals, physicians, law enforcement officials, mental health treatment providers, funeral service providers and others to verify the amount and nature of the losses incurred by the applicant, to confirm amounts paid by or received on behalf of the applicant, and to obtain any other pertinent information deemed necessary. • Contact physicians and employers to substantiate applicant's periods of disability and lost income. • Process requests for Emergency Awards. • Apply relevant reimbursement sources to payment requests. • Issue a recommendation for each loss requested detailing whether payment should be made, and, if so, the amount of the payment. Using the claims management database, document the analysis supporting the payment recommendation, including forms, letters, checklists and other tools, and prepare notification regarding the payment.
35%	<p><u>Communication:</u></p> <p>Communicate with the public and business partners verbally and in writing to ensure public access to services.</p> <ul style="list-style-type: none"> • Communicate with the victim, the victim's survivors, the victim's family members, attorneys, law enforcement, federal, state and local government agencies, employers, landlords, service providers, insurance companies, caregivers and a variety of other entities and/or individuals, and to verify or obtain additional

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20%	<p>information as needed. All communication, verbal or written, includes thoughtful, articulate, and professional.</p> <ul style="list-style-type: none"> • Respond to phone or email inquiries within one business day of the time the call is received. • Respond to written inquiries within ten business days of receiving the request. • Work in partnership with the victim services community to ensure that victims have access to the information and resources available to them. <p><u>Additional Duties:</u></p> <ul style="list-style-type: none"> • Educate the public and partner with stakeholders to ensure public access to services. • Assist other sections within CalVCB with the processing of application or bill inventories. • Prepare weekly processing reports for review by the SSM I. • Prepare other reports as needed. • Prioritize caseload, identify high priority items, and reconcile inventory of assigned applications. • Attend and participate in team meetings. • Work with the unit Associate Governmental Program Analyst lead and SSM I to resolve application and bill issues. • Upload documents via the Document Upload portal as needed. • Act as a Subject Matter Expert to assist the Training Section. • Responsible to review and respond to all requests submitted to an electronic mailbox for assistance with Spanish translations of written documents and/or verbal contacts from internal staff and JP County Offices to ensure effective communication with Spanish speaking applicants in accordance with statute. Spanish translations will be performed in accordance with the established procedures for bilingual services. • Responsible to provide back-up assistance to the Customer Service Section to answer incoming calls on the toll-free Spanish and English phone lines to ensure applicants/claimants are assisted in a timely and efficient manner. • Provide support to all levels of CalVCB staff with translating written materials (i.e., brochures, letters, website content) from Spanish to English. • Track and log all requests for Spanish translations received on a weekly basis and submit the completed log to the Language Services Coordinator at the end of every work week.
5%	<p><u>MARGINAL JOB FUNCTIONS</u></p> <ul style="list-style-type: none"> • Assists with other matters falling within general analytical duties in the Victims Compensation Division as required.

DESIRABLE QUALIFICATIONS

- Effectively operate a computer using the following software programs: Microsoft Word, Excel, Outlook, and Access.
- Ability to develop statistical data and evaluate results.
- Ability to accurately apply and interpret policies, regulations, and laws.
- Ability to take and follow verbal or written direction from supervisors/managers.
- General knowledge of the CalVCB program to be able to establish program goals/objectives, identify/resolve program issues, etc.

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- General knowledge of the formal and informal aspects of the legislative process to analyze proposed legislation impacting CalVCB.
- General knowledge of CalVCB'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.

Interpersonal Skills:

- Ability to problem-solve and use critical and creative thinking to effectively perform work as part of a team or individually.
- Display good interaction skills and the ability to deal tactfully, congenially, and in a personable manner with the public and with employees of CalVCB.
- Interact successfully in a team environment.
- Communicate successfully in a diverse community and with individuals from varied backgrounds.
- Be supportive of co-workers and promote their personal growth.
- Ability to foster positive working relationships with internal and external customers/clients/co-workers.

PERSONAL CHARACTERISTICS AND EXPECTATIONS

- Demonstrate 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 and can adapt to change in the work environment.
- Ability to problem-solve and use critical and creative thinking to effectively perform work.
- Manage competing demands and can deal with frequent change, delays, or unexpected events.
- Be supportive of management and coworkers.
- Treat people with respect; keeps commitments; inspires the trust of others; works with integrity and ethically and upholds organizational values.
- Arrive to work on time and maintain acceptable, consistent, and regular attendance.
- Come to meetings prepared, including handouts for distribution when appropriate.
- Dress appropriately for an office environment.
- Complete assignments in a timely and efficient manner.
- Meet established Performance Standards.
- Develop and maintain knowledge and skill related to the job.

PHYSICAL ABILITIES

- Typical work requires prolonged sitting using a computer and telephone.
- Common eye, hand, and finger dexterity is required for most essential functions.
- Grasping and making repetitive hand movements in the performance of daily duties.
- Some carrying/moving of objects up to thirty pounds.