

**STATE OF CALIFORNIA
CIVIL RIGHTS DEPARTMENT
DUTY STATEMENT**

Employee Name	Classification Name	Position Number
Vacant	Associate Governmental Program Analyst	326-104-5393-959
Division/Unit	Date	Prior Pos# (if applicable)
Executive Programs/ Outreach & Education	1/17/24	326-104-9547-959

SUMMARY OF RESPONSIBILITIES

Under the direction of the Staff Services Manager II (Supervisory) for the Outreach and Education Unit, the incumbent will plan, organize, coordinate, and participate in educational and outreach activities, events, and meetings throughout California. The incumbent will focus on educating the public and targeted stakeholders about the services and mission of the California Civil Rights Department (CRD). The incumbent will be an effective communicator and creative thinker with the ability to understand and educate the public about complex civil rights laws through writing and presentations. The specific duties include, but are not limited to, the following:

Essential Functions

- 35% Research, draft, and prepare written correspondence and contribute to developing education and outreach resources. This includes drafting training and external-facing educational materials on key civil rights topics. The incumbent will develop and maintain knowledge of the laws, evolving legislation, local implementation, and best practices within the field for education and outreach. The incumbent is responsible for conveying complex legal concepts into understandable language, ensuring accuracy, clarity, and accessibility in all communications products. The incumbent will also assist in proofreading and editing brochures, booklets, flyers, and digital assets focused on communicating CRD's services to California consumers, businesses, and stakeholders.

- 25% Participate actively in developing and implementing strategic outreach events and a system to measure and analyze the efficacy of the outreach efforts. The incumbent will work with external stakeholders, community organizations, and other partners to reach underserved populations, cultivate strategic partnerships, and expand CRD's current outreach efforts. The incumbent is responsible for independently developing, expanding and maintaining relationships and partnerships with community-based organizations, labor advocacy groups, and other key stakeholders. The incumbent will be able to craft captivating presentations and transform complex information into engaging slide decks using multi-media platforms, including PowerPoint and learning management systems.

- 20% Collaborate with other team members to enhance various outreach initiatives and provide support with stakeholder notification, note-taking, and meeting facilitation across various settings, including public in-person events, virtual meetings and events, and working groups. The incumbent will speak to stakeholders and the public on behalf of CRD and help amplify the Department's initiatives. The incumbent will ensure quality control of public meeting documentation and materials. They will also identify internal and external messaging points based on stakeholder engagement and feedback and provide recommendations to the Staff Services Manager Supervisor for the Outreach and Education Unit and other CRD staff related to policies and processes based on stakeholder engagement.

15% Support various office duties ensuring efficiency of administrative requests. The incumbent will provide logistical and administrative support for Outreach and Education activities and initiatives. They will perform other related analytical and administrative assignments, such as assisting with monitoring public-facing email inboxes and independently researching and gathering information for responses to inquiries.

Marginal Functions

5% Other duties as assigned.

Desirable Qualifications

In addition to evaluating each candidate's relative ability, as demonstrated by quality and breadth of experience, the following factors will provide the basis for competitively evaluating each candidate:

- General knowledge of outreach and engagement practices and experience with outreach and engagement on behalf of a public agency, non-profit, or public policy organization.
- Exceptional written and oral communication skills, combined with the capability to comprehend and interpret legal frameworks for a diverse audience
- Ability to exercise strong judgment, especially in public-facing work and in preparation of official agency documents.
- Proficiency in using online meeting platforms like Zoom, Microsoft Teams and other virtual platforms with knowledge of platform features like polls, Q&A, breakout sessions and other interactive elements.
- Experience in learning management systems (LMS) such as Articulate and have an understanding of best practices for online learning. Able to resolve conflicts in a positive manner and maintain a high level of professional integrity.
- Strong organizational and accountability practices.
- Ability to identify and resolve complex and sensitive stakeholder issues.
- Ability to analyze data and present ideas and information effectively verbally and in writing.
- Ability to work in cross-functional teams and environments to drive organizational goals.
- Ability to multi-task, adapt to changes in priorities, and complete tasks with short notice.
- Attention to detail and prior experience with quality assurance/quality control of internal and public-facing materials.
- Proficiency in working with Microsoft Office (Word, Outlook, PowerPoint, Excel) and Adobe Acrobat documents.
- Ability to present complex information clearly and concisely to various audiences.
- Ability to speak a second language (bilingual) or American Sign Language preferred, but not required.

Work Environment, Physical, or Mental Abilities

The demands described here are representative of those that must be met by the incumbent, with or without a reasonable accommodation, to successfully perform the essential functions of the job.

- Effectively handle stress;
- Work in a fast-paced environment;
- Effectively manage many projects simultaneously;
- Communicate effectively with colleagues regarding work assignments;
- Demonstrate a high level of professional accountability;
- Daily use of a telephone and computer for up to 6.5 to 7 hours per day;
- Prolonged sitting and/or standing at a desk for 6.5 to 7 hours per day;
- Requires ability to complete tasks that typically may require making repetitive hand movements in the performance of daily duties;
- Punctual and excellent attendance;
- Frequent travel around the state to attend events, meet with stakeholders, visit other CRD offices, and other departmental business.

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 Associate Governmental Program Analyst receives supervision from the SSM II and may receive direction from the Assistant Deputy Director, and/or the Deputy Director of Executive Programs.

Supervision Exercised

This position has no direct supervisory functions.

Personal Contacts

The incumbent has daily contact with department management, executives, and staff; community-based organizations; industry and governmental stakeholders, advocacy organizations, and the general public.

Actions and Consequences

The AGPA must adhere to all applicable laws, rules, policies, and procedures, including but not limited to the Fair Employment and Housing Act, Unruh Civil Rights Act, Ralph Civil Rights Act, Disabled Persons Act, CRD Directives, Administrative Manual, Clerical Manual, and any directions received from Departmental management. 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. AGPA is a nonsupervisory, complex analytical 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 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 AGPA. I meet the job requirements and am capable of performing the essential functions with or without a reasonable accommodation.

Employee's Signature

Date

Supervisor's Signature

Date