

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

Employee Name	Classification Name	Position Number
Vacant	Staff Services Analyst (SSA)	326-104-5157-001
Division/Unit	Date	Prior Pos #(if applicable)
Executive Programs/ Outreach & Education	January 26, 2024	326-103-5393-702

SUMMARY OF RESPONSIBILITIES

Under the direction of the Staff Services Manager II (Supervisory), the Staff Services Analyst in the Outreach and Education Unit of the California Civil Rights Department (CRD) assists in developing and implementing effective outreach and education initiatives that advance the Department's mission of eliminating discrimination in California. Duties include but are not limited to: arranging logistics for and tracking attendance at public events of the department; providing administrative support for the Outreach and Education Unit; and contributing to special initiatives and the general work of the unit.

Essential Functions:

- 30% Planning, coordination, and logistical support for a variety of educational and outreach activities, such as trainings, conferences, meetings, seminars, and other related events. Key responsibilities include coordination of event speakers, as well as managing all logistical and technical aspects to ensure the smooth execution of each event. Conducting research to bolster CRD's outreach and educational endeavors, with a particular focus on effectively engaging California communities.
- 25% Participate in the strategic planning and initiative development of the Outreach and Education Unit. Contribute to developing and presenting information regarding CRD's mission and work in the public sphere. Participate in training and development opportunities, particularly those that develop nuanced understanding of California civil rights laws and the variety of programs administered by CRD. Regularly attend and participate in staff meetings and Outreach and Education Unit internal planning and systems development.
- 25% Supporting and enhancing unit projects. Contribute to creating and refining materials, such as reports, fact sheets, presentations, and other key communication documents for distribution. Contribute to special department projects, guaranteeing that the final products align with departmental standards. Develop and maintain organization systems for the unit. Provide logistical support to ensure all unit staff have the materials needed to execute their work. Proactively collaborate with external programs and partners, fostering the ongoing development and sharing of resources.
- 10% Providing administrative support to the Outreach and Education Unit. Duties include: handling translation, remediation, and printing of departmental materials and resources by submitting and managing work requests to contractors; tracking and submitting project contracts and invoices; responding to calls, callbacks, and email interactions from the public regarding unit activities; organizing and scheduling meetings and events in-person and via virtual platforms; mailing out complaint forms, brochures, and other department information as requested by the public or staff; Using a printer, copy machine, computer (monitor and keyboard), and mouse to augment supplies of brochures and other forms requested by the public; processing incoming mail by opening, sorting, and routing documents, including returned mail; processing outgoing mail using a postage meter and, if applicable, deliver to the nearest post office; processing incoming electronic faxes by opening, sorting, saving, and routing emails; and maintaining and updating the CRD outreach database contact information.

Marginal Functions:

- 5% Support other programs and units of the Executive Programs Division, such as administrative and logistical support for the Legislative and Regulatory Unit, Research and Strategic Initiatives Unit, Appeals and Quality Assurance Unit, and Training and Development Unit.
- 5% Other duties as assigned.

Desirable Qualifications:

- Excellent oral and written communication skills
- Strong independent and collaborative worker
- Tactful, reliable, and displays good judgment in communications
- Proactive and creative
- Knowledge of California's civil rights laws
- Ability to deal creatively, tactfully, and effectively with sensitive issues related to civil rights laws
- Ability to interpret and apply laws and regulations
- Excellent writing and editing abilities
- Dependable, accountable, and responsible, including good attendance.
- Able to maintain composure and diffuse disgruntled individuals.
- Ability to take written and oral instruction
- Ability to manage multiple incoming calls and emails, committed to providing exceptional customer service to all persons, including giving accurate and detailed department processing steps
- Ability to operate a computer and knowledge of Excel, Outlook, Adobe Suite, Zoom, Teams, PowerPoint, and Word software programs.
- Excellent organizational skills
- Ability to travel and assist with on-site outreach events

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.

- 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 performing daily duties.
- Punctual and excellent attendance.
- Frequent travel around the state to attend events, meet with stakeholders, visit other CRD offices, and other departmental businesses.

Supervision Received:

The Staff Services Analyst will work with some independence, receiving direct supervision from the Staff Services Manager II (Supervisory) and may receive direction from other supervisors in the CRD Executive Programs Division, including the Assistant Deputy Director of Outreach and Education.

Supervision Exercised:

This position has no direct supervisory functions.

Administrative Responsibility:

Adhere to the laws, rules, policies and procedures as outlined in the Department's directives, all previous memos that are still operative regarding the Outreach and Education Unit, and any other directions given by the supervisor and/or deputy director.

Actions and Consequences:

The Staff Services Analyst is a nonsupervisory, complex analytical position and 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 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 position requires 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 Employee:

I have read and understand the duties as described above and 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