



Duty Statement

DIVISION	CLASSIFICATION/WORKING TITLE	POSITION NUMBER (Agency-Unit-Class-Serial)
Executive Programs	Associate Governmental Program Analyst (LT)	326-104-5393-959
UNIT/PROGRAM/SECTION	EFFECTIVE DATE	CBID
Outreach & Education		R01
INCUMBENT	REPORTING LOCATION	IMMEDIATE SUPERVISOR
POSITION DESCRIPTION		
<p>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.</p>		
<p>ALL EMPLOYEES ARE RESPONSIBLE FOR CONTRIBUTING TO AN INCLUSIVE, SAFE, AND SECURE WORK ENVIRONMENT THAT VALUES DIVERSE CULTURES, PERSPECTIVES, AND EXPERIENCES, AND IS FREE FROM DISCRIMINATION.</p>		
ESSENTIAL FUNCTIONS:		
%	TASK/DUTIES	
35%	<p>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. Responsible for conveying complex legal concepts into understandable language, ensuring accuracy, clarity, and accessibility in all communications products. Responsible for conveying complex legal concepts into understandable language, ensuring accuracy, clarity, and accessibility in all communications products. Assist in proofreading and editing brochures, booklets, flyers, and digital assets focused on communicating CRD's services to California consumers, businesses, and stakeholders.</p>	
25%	<p>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. Responsible for independently developing, expanding and maintaining relationships and partnerships with community-based organizations, labor advocacy groups, and other key stakeholders. The incumbent will craft captivating presentations and transform complex information into engaging slide decks using multi-media platforms, including PowerPoint and learning management systems.</p>	
20%	<p>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. Ensure quality control of public meeting documentation and materials. Identify internal and external messaging points based on stakeholder engagement and feedback and provide recommendations to the Staff Services Manager for the Outreach and Education Unit and other CRD staff related to policies and processes based on stakeholder engagement.</p>	



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15%	Support various office duties ensuring efficiency of administrative requests. Provide logistical and administrative support for Outreach and Education activities and initiatives. 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:	
%	TASK/DUTIES
5%	Other job-related duties as assigned and necessary for operational continuity. Attend staff meetings and trainings and prepare administrative paperwork to meet operational needs.
DESIRABLE QUALIFICATIONS:	
<p>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:</p> <ul style="list-style-type: none"> • Ability to speak a second language (bilingual) or American Sign Language preferred, but not required. • General knowledge and experience of outreach and engagement practices 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 decision-making, especially in public-facing work and in the 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 understands 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 both 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. 	
TYPICAL WORKING CONDITIONS:	
<p>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.</p> <ul style="list-style-type: none"> • 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; 	



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- 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.

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.

TELEWORK DESIGNATION:

This position is designated as telework eligible-hybrid.

SPECIAL REQUIREMENTS:

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

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.

The statements contained in this job description reflect general details as necessary to describe the principal functions of this job. It should not be considered an all-inclusive listing of work requirements. The incumbent of this position may perform other duties (commensurate with the classification) as assigned, including work in other functional areas to cover during absences, to equalize peak work periods, or to otherwise balance the workload.

SUPERVISOR STATEMENT:

I CERTIFY THIS DUTY STATEMENT REPRESENTS AN ACCURATE DESCRIPTION OF THE ESSENTIAL FUNCTIONS OF THIS POSITION. I HAVE DISCUSSED THE DUTIES OF THIS POSITION WITH THE EMPLOYEE AND PROVIDED THE EMPLOYEE WITH A COPY OF THIS DUTY STATEMENT.

SUPERVISOR NAME (PRINT OR TYPE)	SUPERVISOR SIGNATURE	DATE

EMPLOYEE STATEMENT:

I CERTIFY I HAVE READ, UNDERSTAND, AND CAN PERFORM THE DUTIES OF THIS POSITION EITHER WITH OR WITHOUT REASONABLE ACCOMMODATION. I HAVE DISCUSSED THESE DUTIES WITH MY SUPERVISOR AND HAVE BEEN PROVIDED A COPY OF THIS DUTY STATEMENT.

EMPLOYEE NAME (PRINT OR TYPE)	EMPLOYEE SIGNATURE	DATE