



Duty Statement

DIVISION	CLASSIFICATION	POSITION NUMBER (Agency-Unit-Class-Serial)
Enforcement	Associate Governmental Program Analyst	326-XXX-5393-XXX
UNIT/PROGRAM/SECTION	EFFECTIVE DATE	CBID
Housing		R01
INCUMBENT	REPORTING LOCATION	IMMEDIATE SUPERVISOR
POSITION DESCRIPTION		
<p>Under the general supervision of the Staff Services Manager I, the Associate Governmental Program Analyst (AGPA) provides professional, quality service and accurate information to the public by accepting, investigating, and resolving the more varied and complex complaints of housing discrimination, denial of services by a public accommodation, and acts of hate violence under the Fair Employment and Housing Act, the Ralph Civil Rights Act and the Unruh Civil Rights Act. This is a full journey level position.</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.		
ESSENTIAL FUNCTIONS:		
%	TASK/DUTIES	
A.	Housing Intake Analyst	
35%	Interprets and explains complex areas of Departmental jurisdiction to prospective complainants and respondents. Receives complaints either by telephone or in person. Determines whether complaints should be accepted for investigation or rejected.	
25%	Analyzes issues with reference to the appropriate interpretation and application of various civil rights laws, rules, and regulations. Solicits sensitive information in a tactful manner in order to draft complaints.	
15%	Independently conducts objective fact-finding investigations of average to more complex complaints of discrimination. Analyzes issues with reference to the appropriate interpretation and application of civil rights laws, rules, and regulations. Interviews and gathers information from complainants, respondents, and witnesses, reviews and analyzes documents. Determines whether a violation of the law has occurred. Prepares formal discovery (e.g., interrogatories, subpoenas). Conducts on-site investigations as warranted. Prepares a report pertaining to each investigation completed in accordance with Departmental procedures/guidelines. Meets time frames based on established guidelines for case investigation and as set forth by statutory requirement(s).	
10%	Maintains proper records in compliance with Departmental procedures. Updates case file to reflect changes of address, dates of correspondence and contacts, and the content of conversations.	
10%	Explores resolution and negotiates settlements between complainants and respondents. Prepares for and participates in formal settlement conferences with the Staff Services Manager I/II, complainant(s) and respondent(s). Prepares settlement documents.	



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MARGINAL FUNCTIONS:	
%	TASK/DUTIES
A.	Housing Intake Analyst
5%	Attends Department meetings. May participate in seminars and interact with various respondent and community groups. Performs other duties, as assigned.
ESSENTIAL FUNCTIONS:	
%	TASK/DUTIES
B.	Housing Investigative Analyst
35%	<u>Investigation:</u> Conducts objective fact-finding investigations into average and more complex complaints of discrimination. Analyzes issues with reference to the appropriate interpretation and application of civil rights laws, rules, and regulations. Prepares formal investigative discovery (e.g., interrogatories, subpoenas), interviews witnesses, reviews and analyzes documents. Meets time frames based on established guidelines for case investigation and as set forth by statutory requirement(s). Conducts on-site investigations as warranted. Determines whether a violation of the law has occurred. Prepares a report pertaining to each investigation completed in accordance with departmental procedures/guidelines.
30%	<u>Settlements:</u> Explores resolution and negotiates settlements between complainants and respondents. Prepares for and participates in formal settlement conferences with the District Administrator, complainant(s) and respondent(s). Prepares settlement documents.
25%	<u>Case Management:</u> Maintains all case-related information in the department's case management system(s). Maintains proper records in compliance with departmental procedures. Updates case files to reflect case activity, including changes of address, dates of correspondence, interviews and contacts, and the content of interviews and conversations.
MARGINAL FUNCTIONS:	
B.	Housing Investigative Analyst
5%	<u>Complaint Intake:</u> Interprets and explains areas of departmental jurisdiction to prospective complainants and respondents. Receives complaints either by telephone, email, efax or in person. Determines whether complaints should be accepted for investigation or rejected. Analyzes issues with reference to the appropriate interpretation and application of various civil rights laws, rules, and regulations. Solicits sensitive information in a tactful manner in order to draft complaints.
5%	Attends Department meetings. May participate in seminars and interact with various respondent and community groups. Performs other duties, as assigned.
TYPICAL WORKING CONDITIONS:	
<p>The demands described here are representative of those that must be met by the incumbent to successfully perform the essential functions of the job with or without a reasonable accommodation.</p> <ul style="list-style-type: none"> • Requires ability to effectively handle stress of multiple demands and deadlines, and work in a noisy and fast paced environment. • Requires daily use of a personal computer and related software applications at a workstation. • Requires ability to complete tasks that require making repetitive hand movements in the performance of daily duties. 	



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- Requires prolonged sitting and/or standing in a workstation for 6.5 to 7 hours per day.
- Requires punctual and regular attendance.
- Requires occasional travel to conduct on-site investigations.

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.

DESIRABLE QUALIFICATIONS:

- Experience in or knowledge of complete investigative techniques, methodology and/or settlement of complaints.
- Ability to communicate effectively both verbally and in writing and establish and maintain cooperative working relationships with co-workers, members of the public, and display excellent customer service skills.
- Ability to operate a computer and knowledge of Excel and Word software programs.
- Ability to interpret and apply laws and regulations to specific situations.
- Ability to follow oral and written instruction and established procedures.
- Ability to gather and analyze facts and evidence; reason logically, draw valid conclusions, and make appropriate recommendations and participate effectively in investigations and interviews.
- Ability to prepare typed documents and accurate detailed reports clearly and concisely.
- Ability to work independently with minimal supervision while meeting departmental performance expectations.
- Ability to speak a second language (bilingual) or American Sign Language preferred, but not required.

TELEWORK DESIGNATION:

This position is designated as telework eligible-hybrid.

SPECIAL REQUIREMENTS:

Ability to: Reason logically and creatively and utilize a variety of analytical techniques to resolve complex problems; develop and evaluate alternatives; analyze data and present ideas and information effectively both orally and in writing; consult with and advise administrators or other interested parties on a wide variety of subject-matter areas; seek and follow advice from others; gain and maintain the confidence and cooperation of those contacted during the course of work. Demonstrated ability to act independently, open-mindedness, flexibility, and tact.

Ability to function in sensitive areas in a tactful and judicious manner; willingness to work irregular hours and to travel widely within an assigned area; demonstrated objectivity and problem solving abilities; ability to manage conflict effectively, including remaining professional and flexible during challenging interactions; able to prioritize emergent tasks as assigned, particularly tasks with impending deadlines.

The AGPA has daily contact with Departmental management and staff, complainants, respondents, legal representatives, and the general public.



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The AGPA must adhere to all applicable laws, rules, policies, and procedures, including but not limited to the Department's Enforcement Directives, Regulations, and any directions received from Departmental management personnel. 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. The AGPA is a critical 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, as set forth in the Fair Employment and Housing Act, Ralph Civil Rights Act and the Unruh Civil Rights Act, 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



Duty Statement

DIVISION	CLASSIFICATION	POSITION NUMBER (Agency-Unit-Class-Serial)
Enforcement	Staff Services Analyst	326-XXX-5157-XXX
UNIT/PROGRAM/SECTION	EFFECTIVE DATE	CBID
Housing		R01
INCUMBENT	REPORTING LOCATION	IMMEDIATE SUPERVISOR
POSITION DESCRIPTION		
<p>The incumbent performs a variety of tasks under the supervision of the Staff Services Manager I (SSM I). The incumbent provides professional, quality service and accurate information of average complexity to the public by accepting, gathering and analyzing investigative data, investigating and resolving complaints of housing discrimination, denial of services by a public accommodation, and acts of hate violence under the Fair Employment and Housing Act, the Ralph Civil Rights Act and the Unruh Civil Rights Act. This class is the entry through first journey level.</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	
A.	Housing Intake Analyst	
35%	Interprets and explains areas of Departmental jurisdiction to prospective complainants and respondents. Receives complaints either by telephone, email or in person. Determines whether complaints should be accepted for investigation or rejected.	
25%	Analyzes issues with reference to the appropriate interpretation and application of various civil rights laws, rules, and regulations. Solicits sensitive information in a tactful manner in order to draft complaints.	
15%	Explores resolution and negotiates settlements between complainants and Respondents. Prepares for and participates in pre-determination and formal settlement conferences with the Staff Services Manager I/II, complainant(s) and respondent(s). Prepares settlement documents.	
15%	Maintains proper records in compliance with Departmental procedures. Maintains case diaries to reflect changes of address, dates of correspondence and contacts, and the content of conversations.	
MARGINAL FUNCTIONS:		
%	TASK/DUTIES	
A.	Housing Intake Analyst	
5%	Conducts objective fact-finding investigations of average complexity into complaints of discrimination. Analyzes issues with reference to the appropriate interpretation and application of civil rights laws, rules, and regulations. Interviews and gathers information from complainants, respondents, and witnesses, reviews and analyzes documents. Determines whether a violation of the law has occurred. Prepares formal discovery (e.g., interrogatories, subpoenas). Conducts on-site investigations, as warranted. Prepares a report pertaining to each investigation completed in accordance with Departmental procedures/guidelines. Meets time frames based on established guidelines for case investigation and as set forth by statutory requirement(s).	
5%	Attends Department meetings. May participate in seminars and interact with various respondent and community groups. Performs other duties, as assigned.	



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ESSENTIAL FUNCTIONS:	
%	TASK/DUTIES
B.	Housing Investigative Analyst
35%	Conducts neutral fact-finding investigations of average complexity into complaints of discrimination. Analyzes issues with reference to the appropriate interpretation and application of civil rights laws, rules, and regulations. Interviews and gathers information from complainants, respondents, and witnesses, reviews and analyzes documents. Determines whether a violation of the law has occurred.
25%	Prepares formal discovery (e.g., interrogatories, subpoenas), Conducts on-site investigations, as warranted. Prepares a report pertaining to each investigation completed in accordance with Departmental procedures/guidelines. Meets time frames based on established guidelines for case investigation and as set forth by statutory requirement(s).
15%	Explores resolution and negotiates settlements between complainants and respondents. Prepares for and participates in formal settlement conferences with the District Administrator, complainant(s) and respondent(s). Prepares settlement documents.
15%	Maintains all case-related information in the department's and HUD's case management system(s). Maintains proper records in compliance with Departmental procedures. Updates case files to reflect changes of address, dates of correspondence and contacts, and the content of conversations.
MARGINAL FUNCTIONS:	
B.	Housing Investigative Analyst
5%	Interprets and explains areas of Departmental jurisdiction to prospective complainants and respondents. Receives complaints either by telephone, email or in person. Determines whether complaints should be accepted for investigation or rejected. Analyzes issues with reference to the appropriate interpretation and application of various civil rights laws, rules, and regulations. Solicits sensitive information in a tactful manner in order to draft complaints.
5%	Attends Department meetings. May participate in seminars and interact with various respondent and community groups. Performs other duties, as assigned.
TYPICAL WORKING CONDITIONS:	
<p>The demands described here are representative of those that must be met by the incumbent to successfully perform the essential functions of the job.</p> <ul style="list-style-type: none"> • Requires ability to effectively handle stress, and work in a noisy and fast paced environment. • Requires occasional driving to conduct on-site investigations. • Requires daily use of a personal computer and related software applications at a workstation. • Requires ability to complete tasks that require reaching, bending, grasping, and making repetitive hand movements in the performance of daily duties. • Requires prolonged sitting and or standing at a workstation for long periods of time. • Requires dependability and excellent attendance records. <p>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.</p>	



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DESIRABLE QUALIFICATIONS:		
<ul style="list-style-type: none"> • Experience in or knowledge of investigative techniques and methodology and/or settlement of complaints. • Ability to communicate effectively and establish and maintain cooperative working relationships with co-workers and members of the public, display excellent customer services skills. • Ability to operate a computer and knowledge of Excel and Word software programs. • Ability to interpret and apply laws and regulations to specific situations. • Ability to follow oral and written instruction and established procedures. • Ability to gather and analyze facts and evidence; reason logically, draw valid conclusions, and make appropriate recommendations and participate effectively in investigations and interviews. • Ability to prepare typed documents and accurate detailed reports clearly and concisely. • Ability to work independently with minimal supervision while meeting departmental performance expectations. • Ability to speak a second language (bilingual) or American Sign Language preferred, but not required. 		
TELEWORK DESIGNATION:		
This position is designated as telework eligible-hybrid.		
SPECIAL REQUIREMENTS:		
<p>Ability to function in sensitive areas in a tactful and judicious manner; willingness to work irregular hours and to travel widely within an assigned area; demonstrated objectivity and emotional stability.</p> <p>The Staff Services Analyst (General) has daily contact with Departmental management and staff, complainants, respondents, legal representatives, and the general public.</p> <p>The Staff Services Analyst (General) must adhere to all applicable laws, rules, policies, and procedures, including but not limited to the Department’s Enforcement Directives, Regulations, and direction from Departmental management personnel. The Staff Services Analyst (General) interacts 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 Staff Services Analyst (General) is a sensitive 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, as set forth in the Fair Employment and Housing Act, Ralph and Unruh Act, 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.</p>		
<p>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.</p>		
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



State of California
Business, Consumer Services and Housing Agency
California Civil Rights Department
Human Resources

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EMPLOYEE NAME (PRINT OR TYPE)	EMPLOYEE SIGNATURE	DATE