

Classification Title	Board/Bureau/Division
Staff Services Analyst	Bureau of Automotive Repair (BAR/Bureau)
Working Title	Office/Unit/Section / Geographic Location
Complaint Intake and Investigations Analyst	Field Support Services Unit
Position Number	Name and Effective Date
646-163-5157-XXX	

General Statement: Under the supervision of the Staff Services Manager I (SSM I), the Staff Services Analyst (SSA) is responsible for performing a wide variety of analytical assignments for the Field Support Services (FSS) unit. The SSA is responsible for completing various enforcement-related projects related to the complaint intake and assignment process, investigation number issuance and closure, preparing and analyzing monthly enforcement reports, and responding to industry and consumer inquiries by phone and email. Responsibilities include, but are not limited to, the following:

A. SPECIFIC ASSIGNMENTS [Essential (E) / Marginal (M) Functions]

40% Complaint Intake and Assignment (E)

Retrieve complaints from the online submittal system. Transmit complaints to the appropriate Field Office Supervisor to assign to a specific Program Representative. Assemble complaint folders to be placed in Program Representatives' SharePoint work folders.

Research and prepare complaint history reports utilizing the Consumer Affairs System (CAS). Review and edit history reports to ensure confidential investigation information is not contained within the report. Research and prepare complaint workload reports for Field Office Supervisor review.

Utilizing the Automotive Repair Dealer Inspection System (ARDIS) tool, generate complaint acknowledgement letters to be emailed or mailed to consumers.

20% Investigation Number Issuance (E)

Receive and process confidential investigation number requests. Review and edit investigation reports to ensure accurate investigative history is provided to Program Representatives. Review and compile investigation tracking logs to prevent duplicative investigations.

Consult with the SSM I and appropriate Program Representatives to determine when investigation requests must be denied.

15% Auto Body Inspection (ABI) Program (E)

Researches and evaluates consumer requests for ABIs in response to verbal requests from BAR's toll free and general telephone line or by complaint intake automated electronic submission inbox regarding the ABI Program; gathers, analyzes and compiles inspection related documents into case files and disseminates the ABIs to BAR's Northern and Southern field offices to request for inspection(s); prepares, updates and maintains databases (Access and/or Excel) to monitor and evaluate crucial events as documentation/proof during

investigations, administrative cases, and vehicle documentation; calculates and analyzes timeframes during inspection and potential investigative events and assisting the field office and consumers with continuous and timely ABI maintenance and repairs scheduled inspections.

10% Insurance File Requests and Fraudulent Claims (FD-1) Research (E)

Serves as the liaison and point of contact between Department of Insurance (DOI) and the Bureau's statewide field offices regarding insurance file requests and fraudulent claim (FD-1) documentation required for review to determine appropriate investigative action on auto body inspections; respond to the statewide field offices and insurance companies verbally and in writing to gather, research and report auto body related complaints and potential fraudulent activities; prepares, updates and maintains database(s) (Access and/or Excel) to monitor and evaluate insurance file request cases from DOI on behalf of the field offices obtain and verify documentation/proof for investigations and disciplinary enforcement cases.

Researches, analyzes, and prepares monthly, quarterly, and annual reports related to the enforcement activity resulting from the insurance file requests/FD-1s for upper management and the Executive Office and provides recommendations regarding the trends and methods to improve enforcement activities to identify potential target areas for investigation to ensure the Bureau maintains their goals and objectives for consumer protection.

10% Consumer and Industry Inquiries (E)

Researches and analyses consumer requests for assistance. Utilizing CAS, SharePoint, Excel, and other tracking mechanisms to determine appropriate response to inquiry or if forwarding to a Field Office Supervisor is warranted.

Receive industry requests for assistance or information. Determine the Field Office with jurisdiction and forward to the appropriate Program Representative for assignment and resolution.

5% Miscellaneous (M)

Assists management with special projects and/or reporting measures in the unit to ensure projects and deadlines are completed timely and meet management expectations; attends meetings and conferences to provide analytical support and attends training classes to enhance necessary job skills and assists with other miscellaneous assignments as needed.

B. Supervision Received

The SSA works under the supervision of the SSM I: however, direction and assignments may also come from the Enforcement Deputy Chief.

C. Supervision Exercised

None

D. Administrative Responsibility None

E. Personal Contacts

The incumbent has daily contact with all levels of departmental employees, other state and local agency employees, contractors and contact with the licensees/respondents, consumers, various State agencies as well as industry when carrying out the assigned duties.

F. Actions and Consequences

Failure to properly plan, organize, and understand BAR's enforcement goals could result in misinformation communicated to the department, the legislature and the public therefore ultimately impeding BAR's enforcement efforts and preventing BAR from meeting its goal of consumer protection. Furthermore, failure to complete specific job assignments and/or properly analyze data could and result in inaccurate information being provided to the legislature, the public, and management which could adversely affect the Bureau's program goals and objectives.

G. Functional Requirements

The incumbent works 40 hours per week in an office setting with artificial light and temperature control. The ability to use a personal computer and telephone is essential. The incumbent must be able to frequently remain in a stationary position at a workstation throughout the day and must occasionally position self to perform a variety of tasks including retrieval of files.

H. Other Information

The incumbent must possess good written and oral communication skills, use good judgment in decision-making, exercise creativity and flexibility in problem identification and resolution, manage time and resources effectively, and be responsive to EOB management needs. The incumbent routinely works with sensitive and confidential issues and/or documents and is expected to maintain the privacy and confidentiality of documents and topics pertaining to individuals and/or sensitive program matters, at all times.

In all job functions, employees are responsible for creating an inclusive, safe, and secure work environment that values diverse cultures, perspectives, and experiences, and is free from discrimination. Employees are expected to provide all members of the public equitable services and treatment, collaborate with underserved communities and tribal governments, and work toward improving outcomes for all Californians.

I have read and understand the duties listed above, and I can perform these duties 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 Health & Safety analyst).

Employee Signature

Date

Printed Name

I have discussed the duties of this position with and have provided a copy of this duty statement to the employee named above.

Supervisor Signature

Date

Printed Name

Revised: 01/2025