**STATE OF CALIFORNIA**
**DEPARTMENT OF FAIR EMPLOYMENT AND HOUSING**
**DUTY STATEMENT**

| Employee Name | Classification Name | Position Number |
|---|---|---|
| | Associate Governmental Program Analyst | 326-278-5393-XXX |
| **Division/Unit** | **Date** | **Prior Pos # (if applicable)** |
| Enforcement/Housing | | |

## SUMMARY OF DUTIES AND RESPONSIBILITIES

The incumbent performs a variety of tasks under the supervision of the Staff Services Manager I or District Administrator (Staff Services Manager II) and may also receive direction from the Regional Administrator (Staff Services Manager III) or Chief of Enforcement. 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 employment and 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.

## A. HOUSING INVESTIGATIVE ANALYST

### Description of Essential Functions:

30% Investigation: Conducts objective fact-finding investigations into 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.

25% Settlements: 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.

20% Case Management: Maintains all case-related information in the department's case management system(s). Maintains proper records in compliance with departmental procedures. Maintains case diaries to reflect case activity, including changes of address, dates of correspondence, interviews and contacts, and the content of interviews and conversations.

20% Complaint Intake: Interprets and explains 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. 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. Drafts complaints.

**Marginal Functions**

5% Meetings: Attends Department meetings. May participate in seminars and interact with various respondent and community groups. Performs other duties, as assigned.

## B. HOUSING INTAKE ANALYST

**Description of Essential Functions:**

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. Drafts complaints.

15% Independently conducts neutral fact-finding investigations 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).

10% 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.

10% 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.

**Marginal Functions**

5% Meetings: Attends Department meetings. May participate in seminars and interact with various respondent and community groups. Performs other duties, as assigned.

**Desirable Qualifications**

- Experience in or knowledge of complete investigative techniques, 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, 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 written documents and accurate detailed reports clearly and concisely.
- Experience working as a project leader or coordinating the efforts of representatives on projects.
- Ability to speak a second language (bilingual) or American Sign Language preferred, but not required.

**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.

**Special Personal Characteristics**

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; and able prioritize emergent tasks as assigned, particularly tasks with impending deadlines.

**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.

- 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 telephone, computer, monitor, keyboard, mouse in a workstation for 6.5 to 7 hours per day.
- Requires ability to complete tasks that require making repetitive hand movements in the performance of daily duties.
- 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.

**Supervision Received:**

The AGPA receives general supervision from the Staff Services Manager I or District Administrator and may also receive direction from the Regional Administrator or Chief of Enforcement.

**Supervision Exercised:** None.

**Personal Contacts:**

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

**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.

**Actions and Consequences:**

The AGPA must adhere to all applicable laws, rules, policies, and procedures, including but not limited to the Department's Enforcement Directives, Pre-Accusation Discovery Manual, 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.

**Certification of the Employee:**

I have read and understand the duties as described above for the Associate Governmental Program Analyst (AGPA). I meet the job requirements as described above and am capable of performing the essential functions with or without a reasonable accommodation.

_____ _____
Employee's Signature Date

_____ _____
Supervisor's Signature Date