

**Staff Services Analyst (Permanent—Full Time)**

Investigations Division

Position Number 339-100-5157-900

Two positions available

**SALARY RANGE:**

**Range L: \$2,873-\$3,600**

**Range M: \$3,111-\$3,895**

**Range N: \$3,731- \$4,671**

**DUTIES:** Under the supervision of a Senior Fraud Investigator, the Investigative Analyst works in the intake unit of the Investigations Division of the California State Auditor's Office (state auditor) gathering information from complainants and witnesses about alleged improper governmental activities and analyzing the information gathered in order to make recommendations to the unit supervisor about whether to initiate an investigation, make a referral to another governmental agency, or take no action. The information obtained by the incumbent often is highly sensitive and confidential in nature. The duties include, but are not limited to, the following:

**Receiving/Evaluating Complaints (35%)**

- Answering a large volume of calls to the Whistleblower Hotline about matters that may or may not fall within the state auditor's investigative or auditing authority under Government Code sections 8547.2, subdivision (c) and 8546.1.
- Applying a range of advanced interviewing techniques to elicit information from a diverse population of callers about potential improper governmental activities and local agencies potentially at high risk of waste, fraud, or abuse. In selecting the interviewing techniques to employ, the incumbent must be sensitive to a caller's ability and willingness to convey information, which may be affected by his or her language skills, background, emotional state, and/or fear of retaliation for providing information.
- Interpreting the information provided by callers and referring callers having concerns about matters the state auditor cannot address to other agencies whenever possible.
- Following protocols established for recording information in an electronic case management system, documenting calls in a logical and effective manner that facilitates evaluation of the information received.
- Evaluating the content of calls, letters, and complaint forms submitted through the state auditor's website in light of the provisions of Government Code section 8547.2, subdivision (c), to determine whether they constitute complaints about potential improper governmental activities.
- Making recommendations to the unit supervisor about what actions should be taken regarding complaints.

**Gathering Information (25%)**

- Making follow-up calls to complainants and witnesses to elicit information needed for evaluating complaints.
- Independently conducting research that includes Internet and database searches and requesting information from state agencies as needed to further evaluate complaints.
- Independently researching federal law, state law, and state policies to determine whether an alleged activity may be improper.
- Assisting investigators with gathering documents and conducting interviews during some investigations.

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### Data Analysis (25%)

- After gathering sufficient information to evaluate a complaint, identifying the specific information that may be relevant to determine whether an improper governmental activity has occurred.
- Assessing information received regarding a complaint to determine the credibility of the information through consideration of factors such as whether the information is corroborated, whether the source of the information has a bias, and whether the information is consistent with other information received.
- Evaluating information received regarding a complaint to determine whether it establishes that an improper governmental activity, as defined by Government Code section 8547.2, subdivision (c), has occurred or may be established through further investigation.
- Designing and completing spreadsheets, using programs such as Microsoft Excel, as necessary to assist with the analysis and summarization of information gathered.
- Based on an evaluation of the merits of a complaint, recommending to the unit supervisor further actions that should be taken regarding the complaint, including actions to investigate all or part of the complaint.

### Writing (15%)

- Documenting information in a written format that facilitates evaluation of the information received.
- Drafting memoranda for the unit supervisor summarizing and analyzing information obtained regarding a complaint and recommending actions that may be taken regarding the complaint.
- Drafting correspondence to obtain additional information relevant to a complaint or asking another entity to take action regarding a complaint.

### DESIRABLE QUALIFICATIONS:

- Ability to work effectively both as a team & independently.
- Excellent organizational skills.
- Knowledge of Microsoft Word, Excel, & Outlook.
- Knowledge of the CA Whistleblower Protection Act.
- Knowledge of the structure of state government.
- Ability to conduct interviews.
- Ability to effectively communicate verbally & in writing.
- Excellent time management skills.
- Knowledge of investigative terms & methodologies.
- Good work habits, including punctuality & dependability.

### APPLICATION REQUIREMENTS:

In addition to your **STD. 678** application, please provide a **Statement of Qualifications (SOQ)** for the hiring manager's review. Responses must be no longer than two pages, single spaced, using a 12-point font size. **Your SOQ must address the following:**

1. What elements of your education and experience most qualify you for an analyst position in the Investigations Division?
2. What personal qualities do you have that make you suited for the position?

**TO APPLY**, send or deliver a completed STD.678 and SOQ to:

#### Location

California State Auditor  
Human Resources Office  
621 Capitol Mall, Suite 1200  
Sacramento, California 95814

#### Contact

Kristina Gin  
(916) 445-0255, ext. 500  
[kristinag@auditor.ca.gov](mailto:kristinag@auditor.ca.gov)

**FINAL FILING DATE: APRIL 10, 2015**

All applications must be postmarked no later than the final filing date. **Applications postmarked after the final filing date will not be accepted for any reason.**

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**SELECTION PROCESS:** Current state employees with status in the Staff Services Analyst classification (class), lateral transfers from an equivalent class, former state employees who can reinstate into this class, and persons who are reachable on a current employment list for this class may apply. All interested applicants must submit a STD. 678 (with an original signature). **Emailed applications and applications without an SOQ will NOT be accepted.** All appointments will be made in accordance with applicable personnel laws and rules. Only those appearing most qualified will be interviewed. Additional hires may be made from this bulletin if positions become available.

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Upon appointment, all employees are subject to **fingerprinting and having a background check conducted**. All State Auditor's Office employees are excluded from collective bargaining.

The State of California is an equal opportunity employer to all, regardless of age, ancestry, color, disability (mental and physical), exercising the right to family care and medical leave, gender, gender expression, gender identity, genetic information, marital status, medical condition, military or veteran status, national origin, political affiliation, race, religious creed, sex (includes pregnancy, childbirth, breastfeeding and related medical conditions), and sexual orientation.

*IT IS AN OBJECTIVE OF THE STATE OF CALIFORNIA TO ACHIEVE A DRUG-FREE STATE WORK PLACE. ANY APPLICANT FOR STATE EMPLOYMENT WILL BE EXPECTED TO BEHAVE IN ACCORDANCE WITH THIS OBJECTIVE BECAUSE THE USE OF ILLEGAL DRUGS IS INCONSISTENT WITH THE LAW OF THE STATE, THE RULES GOVERNING CIVIL SERVICE AND THE SPECIAL TRUST PLACED IN PUBLIC SERVANTS.*