

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

Employee Name Vacant	Classification Name Graduate Student Assistant	Position Number 326-104-4872-959
Division/Unit Executive Programs/Outreach & Education Los Angeles or Elk Grove	Date	Prior Pos # (if applicable)

SUMMARY OF RESPONSIBILITIES

Under the supervision and training capacity of the Deputy Director of Executive Programs and under the team leadership of the Staff Services Manager I (SSM I) (Specialist) Outreach & Education Coordinator, the Graduate Student Assistant will primarily be responsible for administering a telephone survey of California employers about their anti-harassment and diversity policies and training practices.

Duties include, but are not limited to the following:

ESSENTIAL FUNCTIONS:

- 60%** Research contact information for designated employers; make multiple telephonic and electronic contacts with employers to attempt to reach the most appropriate person to speak to about the survey.
- 25%** Schedule a time to conduct the survey via the telephone, and following through with this contact; conduct survey and record answers.
- 10%** Maintain a careful record of attempted outreach and results and explain to employers the purpose of the survey.
- 5%** **Miscellaneous survey-related duties**
Other survey-related duties as assigned may include, but are not limited to, discussing survey responses with Deputy Director and the SSM I, providing feedback about survey methods, or obtaining training.

SUPERVISION RECEIVED: The incumbent receives close supervision and direction from the Deputy Director of Executive Programs.

SUPERVISION EXERCISED: None.

DESIRABLE QUALIFICATIONS:

Basic familiarity with anti-discrimination legal principles helpful but not required.

Ability to research contact information; input data into an electronic form; communicate effectively; gain and maintain the confidence and cooperation of those contacted during the course of work; utilize computers and software; listen carefully and take detailed notes; maintain data in an organized fashion; maintain and keep appointments.

Special Personal Requirements

- Excellent verbal and written communication skills
- Excellent research and analytical skills
- Willingness to make cold calls
- Exceptional tact and the ability to demonstrate good independent judgment
- Must be self-motivated and able to work independently as survey calls will be conducted remotely
- Must be able and willing to develop rapport with those being interviewed

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 with or without a reasonable accommodation.

- Remote-work position with occasional in-person meetings in either the Elk Grove or Los Angeles Office
- State-owned equipment will be provided for calls. Use of personal laptop preferred
- Requires ability to complete tasks that typically may require making repetitive hand movements in the performance of daily duties, with or without reasonable accommodations and modifications to facilitate such tasks

PERSONAL CONTACTS:

The Graduate Student Assistant will have regular contact with members of the public, including HR personnel, company managers, and others.

ACTIONS AND CONSEQUENCES:

Failure to use good judgment in handling sensitive and confidential information could result in confidential information being released to unauthorized persons, which could have legal consequences for the Department.

Failure to accurately record survey answers will result in inaccurate survey data, jeopardizing the reliability and usefulness of the survey results.

CERTIFICATION OF EMPLOYEE:

I have read and understand the duties as described above and I meet the job requirements as described and am capable of performing the essential functions with or without a reasonable accommodation.

Signature of Incumbent

Date

Supervisor's Signature

Date