



THE STATE BAR OF CALIFORNIA

OFFICE OF HUMAN RESOURCES

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COMPLAINT ANALYST I

Office: Office of the Chief Trial Counsel
Status: Non-Exempt – General Unit
Grade: 7

ORGANIZATIONAL RELATIONSHIPS

Reports to: Staff Assigned / Assistant Chief Trial Counsel
Supervises: None

DEFINITION

The Complaint Analyst I (CAI) receives inquiries from the general public, State Bar members and representatives of outside agencies concerning the attorney discipline process, reviews inquiries from the public concerning the conduct of attorneys and may make recommendations to Complaint Analyst II's regarding whether an inquiry should proceed as a complaint within the Intake process. The Complaint Analyst I may investigate and analyze complaints subject to direct supervision. The distinguishing distinction between the Complaint Analyst I and Complaint Analyst II is that the Complaint Analyst I is primarily assigned to inquiry intake through the telephone 1-800 Complaint Hotline, walk in visits and other forms of contact, while the Complaint Analyst II conducts file review, analysis and investigation.

MAJOR DUTIES & RESPONSIBILITIES

1. The CAI receives inquiries on the 1-800 Complaint Hotline, meets with and interviews walk-ins and otherwise receives inquiries concerning possible attorney misconduct and is responsible for determining if the inquiry should proceed as a formal complaint, or if the inquiry does not constitute misconduct, determines if the inquirer should be directed to a different department or agency.
2. The CAI assists in maintaining the computer system concerning inquiries and complaints, including entering initial information, records of verbal and written communications concerning a complaint, activities identified by Complaint Analyst II's and/or the Legal Advisor, actions taken for resolution and information necessary for forwarding a complaint for further investigation and action.
3. The CAI assists in the preparation of statistical and other reports as required.
4. The CAI may, subject to direct supervision, analyze inquiries and complaints, applying the Rules of Professional Conduct and the Rules of Procedure, and make recommendations regarding the disposition of a matter.
5. The CAI may, subject to direct supervision, request further information regarding an inquiry or complaint in writing or by telephone.

6. The CAI communicates with complainants, via telephone and/or letter concerning complaints.
7. The CAI may perform a number of other similar or related duties which may not be specifically included within this position description, but which are consistent with the general level of the job and the responsibilities described.

KNOWLEDGE & SKILLS

1. Principles of customer service and telephone interviewing techniques.
2. Basic techniques of electronic and hard copy record and file organization.
3. Principles of problem identification, analysis and evaluation.
4. Principle of effective writing and verbal presentation.
5. The basic rules of vocabulary, grammar, spelling and punctuation as specified in *Webster's New Collegiate Dictionary*.
6. Within the introductory period, obtain a working knowledge of the State Bar, Rules of Professional Conduct and Rules of Procedure.
7. Business math for completing non-technical calculations such as addition, subtraction, multiplication and division.
8. Principles of electronic information and database record keeping systems.

ESSENTIAL ELEMENTS / ABILITY TO

1. Endure prolonged periods of sitting.
2. Communicate by telephone.
3. Obtain and present material in person and in writing.
4. Review and analyze complex written documents.
5. Make fine visual distinctions upon proofreading written document and viewing information on a computer screen.
6. Possess visual capability and digital dexterity to operate a computer and other standard office equipment.
7. Digital dexterity to assemble, retrieve and replace files.

MINIMUM QUALIFICATIONS

1. Bachelor degree, or equivalent work experience in a field that develops the skills required for the functions and responsibilities of the position.
2. Minimum one (1) year experience in telephone, customer service, or investigative work; or
3. Completion of credits toward paralegal certification or equivalent law-related classes.
4. Successful completion of the State Bar validated tests for the position.
5. Accomplished computer keyboarding skills.

Revised October 2012