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## JOB OPPORTUNITY BULLETIN

Associate Governmental Program Analyst  
341-100-5393-xxx

Under the administrative direction provided by the Staff Services Manager I (SSMI) within the California Earthquake Authority's (CEA) Communications and External Affairs department the incumbent will serve as subject matter expert regarding the CEA's mission and insurance products including rate structure, relationship with participating insurance companies, and claims paying capacity. The incumbent will provide training to insurance agents throughout the state on CEA's products. In addition, the incumbent will be responsible for the customer service as it relates to consumers and the participating insurance companies. Duties and responsibilities for the position include: development, coordination, implementation and evaluation of the agent training program; development, coordination and attendance of industry events; serving as Lead to call center by providing excellent customer service through verbal and written responses; training of call center staff, as required; working with IS to maintain, update and improve call center software, and serving as a liaison at Disaster Recovery Centers after earthquakes. Travel of up to 50 percent of the time.

**Desirable Qualifications:** Professional and/or public speaking experience. Experience training internal and/or external audiences. Knowledge of earthquake insurance industry. Experience working in a call center answering consumer questions and complaints both verbally and in writing. Possession of sound analytical skill combined with personal characteristics of integrity, initiative, dependability, tact, sound judgment and adaptability.

**Who May Apply:** Employees currently in the classification and those who have transfer eligibility to this classification or have certification list eligibility for appointment.

Applications will be screened, and only the most qualified candidates will be interviewed.

We are located one block from Downtown Plaza at the corner of 8<sup>th</sup> Street and K Street. Local light-rail transit and city buses stop at building entrances, and we have parking available in the building.

Salary Range: \$4400-\$5348

Filing: Until filled. Submit a state application (form 678), resume to:

California Earthquake Authority  
Human Resources Office  
801 K Street, Suite 1000  
Sacramento CA 95814  
(916) 325-3800

Questions about the application process may be directed to Missy Hanks, Human Resources Specialist, at (916) 325-3800.

Equal employment opportunity to all regardless of race, color, creed, national origin, ancestry, sex, marital status, disability, religious or political affiliation, age, or sexual orientation. It is an objective of the California Earthquake Authority to achieve a drug-free CEA work place. Any applicant for 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.