

POSITION STATEMENT

1. POSITION INFORMATION	
CIVIL SERVICE CLASSIFICATION:	WORKING TITLE: Employment Program Representative
Employment Program Representative	Employment Program Representative
NAME OF INCUMBENT:	POSITION NUMBER:
	280-155-9194-021
OFFICE/SECTION/UNIT:	SUPERVISOR'S NAME:
Long Beach/ARU 155	Joseph Velasco
DIVISION:	SUPERVISOR'S CLASSIFICATION:
Los Angeles Coastal	Employment Program Manager I
BRANCH:	REVISION DATE: 7/27/2021
Workforce Services	
Duties Based on: <input checked="" type="checkbox"/> FT <input type="checkbox"/> PT– Fraction _____ <input type="checkbox"/> INT <input type="checkbox"/> Temporary – _____ hours	
2. REQUIREMENTS OF POSITION	
Check all that apply:	
<input type="checkbox"/> Conflict of Interest Filing (Form 700) Required	<input checked="" type="checkbox"/> Call Center/Counter Environment
<input checked="" type="checkbox"/> May be Required to Work in Multiple Locations	<input checked="" type="checkbox"/> Requires Fingerprinting & Background Check
<input type="checkbox"/> Requires DMV Pull Notice	<input type="checkbox"/> Bilingual Fluency (<i>specify below in Description</i>)
<input checked="" type="checkbox"/> Travel May be Required	<input type="checkbox"/> Other (<i>specify below in Description</i>)
Description of Position Requirements:	
(e.g., qualified Veteran, Class C driver's license, bilingual, frequent travel, graveyard/swing shift, etc.)	
Occasional travel to other locations may be required.	
3. DUTIES AND RESPONSIBILITIES OF POSITION	
Summary Statement:	
(Briefly describe the position's organizational setting and major functions)	
Under supervision, the Employment Program Representative (EPR) works in an integrated Workforce Services (WS) environment to assist customers through the delivery method of self-service, facilitated self-help and staff assisted services. The EPR increases the range of services to customers, and promotes the Employment Development Department (EDD) and WS programs and/or services.	
Percentage of Duties	Essential Functions
35%	<u>JOB SEEKER AND EMPLOYER SERVICES</u> Directs clients in a professional and courteous manner with assistance as needed for clients to complete their CalJOBS SM , enrollment, enter their résumé, and search for open job listings on a self-service basis. Directs customers at the America's Job Centers of California (AJCC) and other partner locations that have Internet access to other service areas, which may include Unemployment Insurance (UI), Disability Insurance (DI), other EDD services and workforce preparation resources. Provides assistance to customers with physical limitations, registers customers in accordance with departmental policy. Monitors and mentors customers regarding EDD resources.

Prepares and makes formal presentations regarding EDD program information, and the benefits to EDD partners including job seekers and employers. Develops approved training, prepares materials. Markets CalJOBSSM, particularly the self-access features and the open accessibility using appropriate marketing materials and media.

Accept, review and route complaints to appropriate entity in accordance with the WS Complaint System Manual.

Assists customers with the UI program by providing information on claims, online services and forms. Provides in-person instruction to customers on how to use the self-service options. Keeps current with the UI Program policies and procedures and communicates updates to staff and customers, individually and/or in groups. Analyzes customer needs to provide information to resolve customer questions and/or complaints. Identifies when to direct customers to UIB and facilitates the connection (i.e., AskEDD, PSP line).

Provides priority of service to veterans that come into the AJCC as the first point of contact. Assesses veterans' job search needs to refer to appropriate services.

May provide facilitated instructions and support on one-on-one basis or in group settings to assist job seekers to find employment and/or employers to identify qualified candidates. Assists employers with job order postings, recruitments, résumé searches, CalJOBSSM training, and navigation. Contacts employers to obtain job openings. Documents the job listings in CalJOBSSM. Reviews job listings for clarity, completeness and adherence to Workforce Services (WS) standards for data entry into the CalJOBSSM and/or local operating systems. Provides mediated services to employers as requested/required. Reviews and screens job seeker resumes to identify the most qualified job applicants. May contact employers to arrange job interviews. Represents AJCC at job fairs and community events.

25%

WORKSHOP LEADER/JOB CLUB LEADER/OUTSTATION TRAINER

Identifies targeted participants through Query Management Facility (QMF), Workers Reemployment Profiling System, and referrals from partners and staff. Develops approved curriculum, prepares materials and facilitates appropriate workshop. Documents follow-up activities into CalJOBSSM and UI record as appropriate. May review client's work search efforts and assess the client's UI eligibility. May conduct the following workshops: Initial Assistance Workshop, Reemployment Services and Eligibility Assessment (RESEA), Personalized Job Search Assistance (PJSA), Interviewing Skills, Résumé Writing, CalJOBSSM, among others. Ensures customer satisfaction through verbal or written participant feedback. Provides assistance to client to complete or update CalJOBSSM résumé; assists client with UI issues or refers client to appropriate resources or staff; searches CalJOBSSM for appropriate job openings and assists client in activating job searches; searches other Internet Job Banks; provides specific Labor Market Information; and refers or schedules client (if determined to be beneficial or eligible) to another one-on-one intensive interview other available workshops or partner services. Posts attendance to CalJOBSSM by the close of business every day that schedules are populated. Completes required forms for UI and sends them as directed.

Coordinates all activities for the Chapter or Job Club and its members. Encourages participation by volunteers. Provides continuity to the Chapter as membership changes. Acts as a liaison between the EDD manager and Chapter members. Abides by all EDD regulations, policies and guidelines as related to security, PC and all electronic usage.

25%	<p>May work as an outstation trainer as needed. Prepares, delivers, and facilitates lessons on Workforce Service functions, programs and other subject matters using computer, MS Office Suite programs, audio/video equipment, and a range of reading materials. Ensures course content outlines the correct departmental policy and procedure. Prepares trainees' evaluations and provides documented feedback to management regarding progress and potential for success.</p> <p><u>CASE MANAGEMENT/MENTORING/ADVISING</u></p> <p>Works with clients who need intensive or personalized assistance in finding employment. Assesses customer's barrier(s) for referral to appropriate service provider/supportive services according to the barrier(s) identified. Develops an Employment Plan with the client to identify bona fide barrier(s) to employment and develops a course of action to overcome the barrier(s). Enrolls client in CalJOBSSM and/or local operating system; documents all pertinent case-related information in the case folder. Monitors progress and provides intensive placement services to meet program goals. May determine eligibility for a variety of Department of Labor (DOL) funded programs including the Workforce Innovation and Opportunity Act (WIOA) programs. Provides job and career advising during program participation, training, and after job placement.</p> <p>Presents information and offers assistance regarding services available from the local office or America's Job Center of California (AJCC) site including agricultural and non-agricultural employment. Assists with needs for training and job development and employment currently available. Is knowledgeable in the WS complaint system and other organizations serving various working populations related to terms and conditions of employment. May visit agricultural employers on behalf of workers; encourages agricultural and non-agricultural workers to visit local office or one-stop site; provides hands-on assistance in preparation of forms, referrals to employment, information on future employment opportunities; assists in the preparation and completion of WS and non-WS related complaints; and refers complaints to the Complaints Representative, and/or the manager.</p> <p>Assists clients in their pursuit of personal, academic, training and career goals. Reviews case folders for appropriate assessment and completeness of documentation. Provides management with information regarding the nature and number of clients served. Identifies and validates obstacles, services provided, and the effect these services have in reducing or eliminating obstacles to the client's successful completion of educational/vocational goals.</p> <p>May approve client cases for enrollment while providing further service options and resources to program participants. Applies appropriate eligibility criteria and maintains appropriate and correct case records.</p> <p>Interviews program applicants to determine if they meet the criteria to qualify for benefits of the program. Interviews applicants and accurately records employment with an employer that has applied for or been certified under the program. Accurately records necessary information on forms and into the appropriate automated system to establish a completed application. Obtains signature of EDD Office Manager prior to submitting training contract.</p> <p>Interviews clients to determine if they have all necessary information to enable completion of a program contract for services, including classroom training. Accurately records necessary information on forms and into the appropriate automated system to write contract.</p>
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<p>10%</p>	<p>Interviews applicants and assesses the skills, knowledge and abilities of the applicants and their overall job readiness. Ensures that information pertaining to work experience, skills, and applicant requirements is accurately entered into CalJOBSSM. Identifies special needs of applicants as they relate to additional services.</p> <p>Monitors the program participant's progress while in training. Reviews reports submitted by the training institution. When appropriate, conducts on-site visits at the training sites. Reviews progress with the program participants and with school officials.</p> <p>Prepares training extension if requested and appropriate. Reviews reasons for the extension with the program participant and the training institution.</p> <p>Completes and submits monthly and quarterly reports to coordinator in Central Office. Maintains detailed records regarding all activities related to the project.</p> <p>Reviews and processes invoices from training institutions. Reviews invoices for accuracy and completeness. Signs invoices, posts payment in the training records. Sends invoice information to Sacramento office for payment.</p> <p>Maintains complete records in CalJOBSSM and services provided and completes required reports.</p> <p><u>EVENT COORDINATION</u></p> <p>Provides assistance in preparing and conducting seminars, workshops, job fairs, conferences and targeted recruitments. Contacts event speaker(s), obtains biography and topic information. Prepares, reproduces and mails flyers for seminar promotion. May prepare programs and award certificates, copy handouts and perform all other clerical functions to ensure the seminar program's success. Provides EDD materials, pamphlets, membership applications for resource table. May accept and confirm reservations for seminar and forwards information to reservation Chair. Serves as liaison with event venue to set up program, report reservations, reserve dates, select menu options, arrange audio-visual, and equipment.</p> <p>Maintains the local database of current membership in the Employer Advisory Council, Chamber of Commerce, and other organizations. Receives all membership referrals and contacts the employer's regarding their interest in membership participation. Ensures Treasurer and Membership chairs are supplied with appropriate information regarding membership and payment. Will market seminars and membership by contacts with new employers on a regular basis, either by phone, mail, and e-mail or in person, or at job fairs, and conferences.</p> <p>Supplies the webmaster with information regarding local events within a timely manner for publication and will represent local EDD by attending monthly or quarterly meetings.</p>
<p>Percentage of Duties</p>	<p>Marginal Functions</p>
<p>5%</p>	<p>Other duties as assigned.</p>
<p>4. WORK ENVIRONMENT <i>(Choose all that apply)</i></p>	
<p>Standing: Frequently - activity occurs 33% to 66%</p>	<p>Sitting: Frequently - activity occurs 33% to 66%</p>

Civil Service Classification
Employment Program Representative

Position Number
280-155-9194-021

Walking: Occasionally - activity occurs < 33%	Temperature: Temperature Controlled Office Environment	
Lighting: Artificial Lighting	Pushing/Pulling: Occasionally - activity occurs < 33%	
Lifting: Occasionally - activity occurs < 33%	Bending/Stooping: Occasionally - activity occurs < 33%	
Other: <i>Click here to enter text.</i>		
Type of Environment: <input type="checkbox"/> High Rise <input checked="" type="checkbox"/> Cubicle <input type="checkbox"/> Warehouse <input type="checkbox"/> Outdoors <input type="checkbox"/> Other:		
Interaction with Customers: <input checked="" type="checkbox"/> Required to work in the lobby <input checked="" type="checkbox"/> Required to work at a public counter <input checked="" type="checkbox"/> Required to assist customers on the phone <input checked="" type="checkbox"/> Required to assist customers in person <input type="checkbox"/> Other:		
5. SUPERVISION EXERCISED: (List total per each classification of staff)		
None		
6. SIGNATURES		
Employee's Statement: <i>I have reviewed and discussed the duties and responsibilities of this position with my supervisor and have received a copy of the Position Statement.</i>		
Employee's Name:		
Employee's Signature:	Date:	
Supervisor's Statement: <i>I have reviewed the duties and responsibilities of this position and have provided a copy of the Position Statement to the employee.</i>		
Supervisor's Name:		
Supervisor's Signature:	Date:	
7. HRSD USE ONLY		
Personnel Management Group (PMG) Approval		
<input checked="" type="checkbox"/> Duties meet class specification and allocation guidelines.	PMG Analyst Initials	Date Approved
<input type="checkbox"/> Exceptional allocation, STD-625 on file.	BL	8/10/2021
Reasonable Accommodation Unit use ONLY <i>(completed after appointment, if needed)</i> <i>If a Reasonable Accommodation is necessary, please complete a Request for Reasonable Accommodation (DE 8421) form and submit to Human Resource Services Division (HRSD), Reasonable Accommodation Coordinator.</i> List any Reasonable Accommodations made:		

Supervisor: After signatures are obtained, make 2 copies:

- Send a copy to HRSD (via your Attendance Clerk) to file in the employee's Official Personnel File (OPF)

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- Provide a copy to the employee
- File original in the supervisor's drop file