



Percentage of Duties	Essential Functions
30%	<p><b><u>CUSTOMER SERVICE REPRESENTATIVES (CSR)</u></b></p> <ul style="list-style-type: none"> <li>• Provides customer service to job seekers in-person and virtually (via the front counter, on the phone, by email and through online video platforms) by guiding them to the appropriate EDD and partner resources, such as lobby computers, phones and/or online resources.</li> <li>• Offers customer support, as needed, to assist customers in completing their CalJOBS registration, enrollment, entering their résumé, and searching for open job listings on a self-service basis. Documents all staff-assisted services in CalJOBS.</li> <li>• Determines the customer’s needs to direct them at the AJCC and partner locations to other service areas, which may include Unemployment Insurance (UI), Disability Insurance (DI), Employment Tax Services and workforce preparation resources.</li> <li>• Utilizes active listening skills and program analysis to provide an initial assessment of skill levels, job search assistance, résumé development, placement assistance, career counseling and job coaching on job seekers and records job seeker activities in CalJOBS.</li> <li>• Assists CA employers, including private and public sector employers, with job order postings, recruitments, résumé searches, CalJOBS training, and navigation.</li> <li>• Contacts CA employers including private and public sector employers, to obtain job openings and to arrange job interviews.</li> <li>• Reviews job listings for CA employers for clarity, completeness and adherence to WS standards for data entry into the CalJOBS.</li> <li>• Provides mediated services to employers as requested/required, which includes reviewing the job seekers’ résumés and screening the qualifications of job seekers to identify the most qualified applicants.</li> <li>• Represents the AJCC at job fairs and community events.</li> <li>• Researches, drafts, and prepares written correspondence, including reports, forms, meeting items, and other writing assignments.</li> <li>• Actively participates in unit and office meetings, as scheduled, and in training sessions offered.</li> </ul>
20%	<p><b><u>JOB SEARCH WORKSHOP FACILITATOR</u></b></p> <ul style="list-style-type: none"> <li>• Prepares and develops engaging formal presentations regarding EDD program information, and the benefits to EDD partners including job seekers and public or private sector employers.</li> <li>• Analyzes approved training materials to determine if customization is needed to meet the needs of specific targeted groups, when necessary, which may include but not limited to youth, limited English speakers, unemployed, etc</li> <li>• Markets CalJOBS, particularly the self-access features and the open accessibility, using appropriate marketing materials and media. Marketing materials may include presentations, flyers, and/or department-approved marketing scripts.</li> <li>• Ensures customer satisfaction through verbal and/or written participant feedback and elevates responses to management accordingly.</li> </ul>
20%	<p><b><u>UI REQUIRED WORKSHOPS FACILITATOR/INTERVIEWER</u></b></p> <ul style="list-style-type: none"> <li>• Assists UI claimants, who are selected to attend a required workshop in their search for new employment, by conducting intensive one-on-one interviews after the orientation workshops, including, but not limited to: verifying customer’s right to work; discussing</li> </ul>

	<p>customer's effort to seek work; providing assistance to customer to complete or update CalJOBS résumé; providing information on supportive services and partner services available in the AJCC; assisting customer with UI issues or referring customers to appropriate resources or staff; searching CalJOBS for appropriate job openings and assisting customer in activating job searches; searching other Internet Job Banks, which are websites where job seekers can search and apply for job openings online; providing specific Labor Market Information; and referring or scheduling customers (if determined to be beneficial or eligible) to another one-on-one intensive interview, other available workshops or partner services. Reviews claimants' work search efforts and assesses the claimants' continued UI eligibility as it pertains to their required work search.</p> <ul style="list-style-type: none"><li>• Schedules events using current procedural instructions into CalJOBS for UI workshop appointments.</li><li>• Facilitates group orientation workshops, both virtually and in-person.</li><li>• Prepares workshop handout materials and facilitates appropriate workshops, such as personal job search, and reemployment services workshops.</li><li>• Develops approved curriculum for customers that are identified to attend mandatory workshops by the UI Branch.</li><li>• Completes claimant's Wagner-Peyser Application in CalJOBS. Posts workshop attendance in CalJOBS and reviews entries to ensure accurate reporting by the close of business every day that schedules are populated.</li><li>• Completes required departmental forms for attendees who have identifiable UI eligibility issues that require additional documentation and emails them to the designated unit by the end of each day.</li><li>• Documents follow-up activities into CalJOBS and UI record as appropriate.</li><li>• Follows the Technical Assistance Guide for mandated workshops and ensures policy and procedure requirements are completed.</li></ul>
10%	<p><b><u>UI NAVIGATOR ALTERNATE</u></b></p> <ul style="list-style-type: none"><li>• Assists customers with the UI program by providing information on claims, online services and forms when dedicated UI Navigator is unavailable.</li><li>• Provides in-person, virtual and over-the-phone instructions to customers on how to use the self-service options.</li><li>• Maintains knowledge of current UI Program policies and procedures and communicates updates to staff and customers, individually and/or in groups.</li><li>• Determines customer needs to provide information to resolve customer questions and/or complaints. Identifies when to direct customers to UI and facilitates the connection.</li></ul>
10%	<p><b><u>VETERAN SERVICES NAVIGATOR</u></b></p> <ul style="list-style-type: none"><li>• Provides priority of service to veterans and eligible spouses that come into the AJCC as the first point of contact.</li><li>• Interviews and assists veterans in their pursuit of personal, academic, training and career goals by conducting a Needs Based Determination (NBD) to refer to appropriate services.</li><li>• Ensures veteran has an effective résumé in CalJOBS and access to local resources.</li></ul>
5%	<p><b><u>ADMINISTRATIVE</u></b></p> <ul style="list-style-type: none"><li>• Submits administrative requests including leave, travel, and training requests in a timely and appropriate manner.</li></ul>

	<ul style="list-style-type: none"> <li>• Accurately reports time and submits timesheet by the due date.</li> <li>• Assists management in special studies, workgroups and projects, as requested, and in data gathering for statistical reporting/analysis.</li> </ul>	
<b>Percentage of Duties</b>	<b>Marginal Functions</b>	
5%	Perform other duties as assigned.	
<b>4. WORK ENVIRONMENT</b> <i>(Choose all that apply)</i>		
Standing: Frequently - activity occurs 33% to 66%	Sitting: Frequently - activity occurs 33% to 66%	
Walking: Frequently - activity occurs 33% to 66%	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: Conduct workshops and presentations		
<b>Type of environment:</b>		
<input type="checkbox"/> High Rise <input checked="" type="checkbox"/> Cubicle <input type="checkbox"/> Warehouse <input type="checkbox"/> Outdoors <input type="checkbox"/> Other:		
<b>Interaction with customers:</b>		
<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 checked="" type="checkbox"/> Other: May have to work outdoors.		
<b>5. SUPERVISION</b>		
Supervision Exercised: None		
<b>6. SIGNATURES</b>		
<b>Employee's Statement:</b>		
<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:
<b>Supervisor's Statement:</b>		
I have reviewed the duties and responsibilities of this position and have provided a copy of the Position Statement to the employee.		
Supervisor's Name:		
Supervisor's Signature:		Date:
<b>7. HRSD USE ONLY</b>		
<b>Personnel Management Group (PMG) Approval</b>		
<input checked="" type="checkbox"/> Duties meet class specification and allocation guidelines. <input type="checkbox"/> Exceptional allocation, 625 on file.	PMG Analyst initials	Date approved
	BL	3/15/2022

**Civil Service Classification**  
Employment Program Representative

**Position Number**  
280-122-9194-023

**Reasonable Accommodation Unit use ONLY** *(completed after appointment, if needed)*

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.

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