

## POSITION STATEMENT

1. POSITION INFORMATION	
CIVIL SERVICE CLASSIFICATION:	WORKING TITLE:
Employment Program Manager I	Workforce Services Program Manager
NAME OF INCUMBENT:	POSITION NUMBER:
<i>Click here to enter text.</i>	280-122-9189-003
OFFICE/SECTION/UNIT:	SUPERVISOR'S NAME:
Rio Hondo/Cerritos ARU 122	Julia Lugo
DIVISION:	SUPERVISOR'S CLASSIFICATION:
Los Angeles Coastal	Employment Program Manager III
BRANCH:	REVISION DATE:
Workforce Services Branch	5/5/2021
<b>Duties Based on:</b> <input checked="" type="checkbox"/> FT <input type="checkbox"/> PT– Fraction _____ <input type="checkbox"/> INT <input type="checkbox"/> Temporary – _____ hours	
2. REQUIREMENTS OF POSITION	
<b>Check all that apply:</b> <div style="display: flex; justify-content: space-between;"> <div style="width: 48%;"> <input type="checkbox"/> Conflict of Interest Filing (Form 700) Required  <input checked="" type="checkbox"/> May be Required to Work in Multiple Locations  <input type="checkbox"/> Requires DMV Pull Notice  <input checked="" type="checkbox"/> Travel May be Required         </div> <div style="width: 48%;"> <input type="checkbox"/> Call Center/Counter Environment  <input checked="" type="checkbox"/> Requires Fingerprinting &amp; Background Check  <input type="checkbox"/> Bilingual Fluency (<i>specify below in Description</i>)  <input type="checkbox"/> Other (<i>specify below in Description</i>)         </div> </div>	
<b>Description of Position Requirements:</b> (e.g., qualified Veteran, Class C driver's license, bilingual, frequent travel, graveyard/swing shift, etc.)	
Occasional travel to meetings, training and coverage for other offices within the Cluster is needed for operational needs.	
3. DUTIES AND RESPONSIBILITIES OF POSITION	
<b>Summary Statement:</b> (Briefly describe the position's organizational setting and major functions)	
Under the direction of the Workforce Services (WS) Field Office Manager plans, organizes, directs and evaluates the WS program activities at various America's Job Centers of California (AJCC). Works to ensure continuous quality improvements to support the integrated service delivery model. The Workforce Services Program Manager I participates in all appropriate activities of Management Team. Activities include the planning and scheduling of work, training and developing of staff, preparing the weekly and monthly reports, implementing new programs, evaluating employee performance, and taking corrective action or making recommendations with regard to assignments and promotions of staff. The incumbent monitors productivity and accomplishments and provide feedback to staff, management, and partners. The incumbent also coordinates with manager, management team and partners in planning the goals of the AJCC. Responsible for various other reports, as required. The EPM I may analyze, maintain and interpret existing CalJOBS <sup>SM</sup> reports and develop local reports to track performance as it relates to performance measures. The incumbent works as a team member with all staff and managers.	
<b>Percentage of Duties</b>	<b>Essential Functions</b>
10%	Plan and direct the activities and resources while coordinating with the management team and partners involving line staff in the planning process.

	<ul style="list-style-type: none"> <li>• Order furniture and supplies.</li> <li>• May develop plans for referrals to internal partners.</li> <li>• May coordinate with partners to develop plans that will contribute toward the achievement of goals.</li> <li>• May coordinate Emergency Response Plan.</li> </ul>
10%	<p>Plan accomplishments of workload within budget allocations. Consult with the manager if it appears that services may be impacted by budget considerations.</p> <ul style="list-style-type: none"> <li>• Work closely with the Field Office Manager in all budget and personnel matters.</li> </ul>
10%	<p>Monitor accomplishments in mainstream and special programs. Track and evaluate performance goals in CalJOBS<sup>SM</sup>, Trade Readjustment Act, Youth Employment Opportunity Program, Veterans Services, Rapid Response, Public Service Project, Core Services, et., as appropriate.</p>
10%	<p>Maintain effective communication with all staff. Ensure that performance is reviewed with each staff member at least quarterly.</p> <ul style="list-style-type: none"> <li>• Institute a corrective plan of action within five (5) days of review when appropriate.</li> <li>• Ensure completion of all annual and probationary reports within five days of due date.</li> <li>• Establish a system for acknowledgement/commendation of employees performing above expectations.</li> <li>• Ensure position statements for each staff member be completed within three (3) days of assignment, and reviewed annually.</li> <li>• Keep staff informed of potential for promotion and for development in other program classifications.</li> <li>• Discuss problems encountered by staff and arrange assistance when necessary.</li> </ul>
10%	<p>Review and monitor leave usage, time charges, travel claims, and MSA(s). Ensure 100% compliance with procedures established in the Personnel Management Handbook and the Attendance Clerk Handbook.</p> <ul style="list-style-type: none"> <li>• Review leave usage of staff.</li> <li>• Ensure all time charges are reported accurately. Update DE 1652s and DE 7013s and upload attendance records for preparation of budget.</li> <li>• Ensure that travel claims are approved in accordance of guidelines.</li> <li>• Ensure that employee is performing acceptably prior to approval of Merit Salary Adjustment</li> </ul>
10%	<p>Ensure that the public receives prompt, courteous service, and that employees are engaged in productive work. Schedule staff according to workload and program needs. Coordinate as needed with site and EDD partners.</p>
10%	<p>Interpret policies on procedures. Implement changes in response to FODs, manual transmittals. One-Stop policies and procedures.</p>
5%	<p>Plan, schedule and conduct training as required. Conduct a quarterly assessment of in-service training needs for your staff and report for inclusion in the office request for training.</p> <ul style="list-style-type: none"> <li>• Conduct local office site training whenever new procedure, program, policy, past performance or any other clue indicates it is required.</li> </ul>
5%	<p>Assist in field office evaluations as assigned by the field office manager. Complete and monitor program reports to assure that they are submitted timely and accurately to the Manager. Complete assigned Quality Assurance Reviews (QARS). Assists by preparing Monthly Activity Report.</p>
5%	<p>Maintain integrity of EDD security at the One-Stop. Ensure operation is in compliance with ICCC and other relevant guidelines.</p>

Percentage of Duties	Marginal Functions
5%	Represent the EDD Perform other duties as assigned and appropriate for this position/classification. Participate on community boards, workgroups, and taskforces. Assist in negotiation of contracts. Memorandums of Understanding, and Request for Proposals.
5%	Maintain the professional appearance of the section. Ensure that employees or volunteer are appropriately dressed and the physical appearance of the section is neat and orderly. Other duties appropriate for this position/classification.
5%	Performs other duties as assigned.

**4. WORK ENVIRONMENT** *(Choose all that apply)*

Standing: Frequently - activity occurs 33% to 66%	Sitting: Frequently - activity occurs 33% to 66%
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:**  
☐ High Rise   ☐ Cubicle   ☐ Warehouse   ☐ Outdoors   ☒ Other: Open concept floor plan

**Interaction with Customers:**  
☐ Required to work in the lobby   ☐ Required to work at a public counter  
☒ Required to assist customers on the phone   ☒ Required to assist customers in person  
☐ Other:

**5. SUPERVISION EXERCISED:**  
*(List total per each classification of staff)*

14 Employment Program Representatives and 2 Student Assistants

**6. SIGNATURES**

**Employee's Statement:**  
*I have reviewed and discussed the duties and responsibilities of this position with my supervisor and have received a copy of the Position Statement.*

Employee's Name: \_\_\_\_\_

Employee's Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**Supervisor's Statement:**  
*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: Julia Lugo

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.	HV	5/19/2021

**Civil Service Classification**  
Employment Program Manager I

**Position Number**  
280-122-9189-003

**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