

POSITION STATEMENT

1. POSITION INFORMATION	
CIVIL SERVICE CLASSIFICATION:	WORKING TITLE:
Program Technician I	<i>Program Technician I</i>
NAME OF INCUMBENT:	POSITION NUMBER:
	280-653-9927-026
OFFICE/SECTION/UNIT:	SUPERVISOR'S NAME:
Technical Support Section/Technician Support Center	James Stewart
DIVISION:	SUPERVISOR'S CLASSIFICATION:
Integrity and Accounting Division	Supervising Program Technician II
BRANCH:	REVISION DATE:
Unemployment Insurance	12/6/2023
Duties Based on: ☒ FT ☐ PT– Fraction _____ ☐ INT ☐ Temporary – _____ hours	
2. REQUIREMENTS OF POSITION	
Check all that apply: ☐ Conflict of Interest Filing (Form 700) Required ☐ May be Required to Work in Multiple Locations ☐ Requires DMV Pull Notice ☐ Travel May be Required ☒ Call Center/Counter Environment ☒ Requires Fingerprinting & Background Check ☒ Bilingual Fluency (<i>specify below in Description</i>) ☐ 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.) Must pass a bilingual Spanish fluency exam.	
3. DUTIES AND RESPONSIBILITIES OF POSITION	
Summary Statement: (Briefly describe the position's organizational setting and major functions)	
Under the close supervision of the Senior Accounting Officer (Supervisor) or Supervising Program Technician II, the Program Technician, as an entry and training level position, performs routine semi-technical program work related to the Unemployment Insurance program. As the incumbent becomes proficient in these duties, they will work under general supervision. Activities include responding to telephone and electronic requests for technical assistance related to UI Online, and the State Information Data Exchange System (SIDES), as well as Benefit Payment Control activities. Telephone contact with the public will be required.	

Percentage of Duties	Essential Functions
40%	Telephone and Electronic Advisories: - Provides less complex technical assistance and customer education regarding Benefits Programs Online (BPO) and UI Online registration, log-in, navigation, and browser/display issues, as well as processing requests for password resets and to send user name. - Provides technical assistance to employers and Third Party Administrators (TPAs) regarding SIDES and SIDES E-Response log-in, navigation, and browser/display issues. - Troubleshoots technical registration issues for UI Online and SIDES related to error messages received, including the escalation of technical errors for additional research and resolution.
40%	Claim Related Telephone Advisories: - Using the knowledge and application of detailed regulations, policies and procedures, provides assistance to UI claimants by answering general Identity Verification related questions. - Educates claimants on self-service options available through the EDD website and other available resources. - Ensures less complex calls are referred to the Senior Accounting Officer, Supervisor.
10%	Benefit Payment Control Activities: - Reviews benefit payment control documents using the Single Client Data Base and takes appropriate action. - Reviews and processes non fraud cases. - Prepares batch header sheets and batch documents for continued processing. - Logs inventory into appropriate tracking system either manually or online, depending on workload.
Percentage of Duties	Marginal Functions
5%	Assists with other UI Branch workloads when priority workloads are backlogged.
5%	Performs other duties as assigned.

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

Standing: Occasionally - activity occurs < 33%	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:	

Civil Service Classification
Program Technician I

Position Number
280-653-9927-XXX

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)

None.

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:

Supervisor's Signature:

Date:

7. HRSD USE ONLY

Personnel Management Group (PMG) Approval

☒ Duties meet class specification and allocation guidelines.	PMG Analyst Initials	Date Approved
☐ Exceptional allocation, STD-625 on file.	KV	12/6/2023

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