

3. DUTIES AND RESPONSIBILITIES OF POSITION	
Summary Statement (Briefly describe the position's organizational setting and major functions):	
Percentage of Duties	Essential Functions
35%	<p>Personnel Management</p> <p>Oversees the operations of 3-4 Employment Program Manager I (EPMI) and their staff and assists them in achieving performance objectives outlined in their respective Leadership Competency Development Plans. Provides appropriate coaching, mentoring, and counseling to Multifunctional Center staff in response to situations/ needs as they arise. Initiates corrective action when appropriate.</p> <p>Reviews and analyzes Multifunctional Center personnel needs and appries the Managers of issues that could potentially impact the delivery of service. Ensures that the proper action is taken in a timely manner to meet with operational needs. Ensure personnel and payroll are timely and correctly processed in compliance with EDD's policies and procedures.</p> <p>Monitors for compliance with personnel legislation for factors such as Americans with Disabilities Act (ADA) and the California Fair Employment and Housing Act. Ensures Multifunctional Center supervisors are trained in the regulations to enable mandated compliance.</p> <p>Ensures Multifunctional Center supervision documents pertaining to all potential personnel/labor relations' issues are followed through with appropriate actions. Provides timely and objective feedback to the Managers on these issues. Provides instructions/communications to managers for unsolved problems and/or pending resolutions which could potentially impact services or policies as they occur.</p>
30%	<p>Program Management</p> <p>Ensures approved/recognized performance levels, such as good customer service, are attained. Monitors to ensure customer satisfaction indicators are achieved.</p> <p>Ensures staff are adequately trained in the Multifunctional Center environment through personal observation of the work performed by the unit, formal scheduled evaluations such as Nonmonetary Determinations Quality Review/Tripartite (NDQRT), routinely conducts Field Office Basic Evaluation System (FOBES) to ensure evaluations are being completed as scheduled and that corrective action is taken and documented when necessary; including but not limited to any interim evaluation necessary. Takes prompt measures to correct identified deficiencies on a continuous basis.</p> <p>Ensures staff file UI claims, determine benefits, authorize payments and respond to questions from UI claimants, Workforce Service (WS) applicants, employers and other customers in a professional, accurate and timely manner.</p> <p>Ensures new/transitional staff are trained and provided on-the-job training appropriately and in a timely manner. Ensures that appropriate language resources are available to meet the needs of the diverse clientele.</p> <p>Monitors the CCPulse and Verizon reports. Analyzes findings to identify trends and patterns, and drafts a corrective action plan for approval by the Multifunctional Center Office Manager. Effectively utilizes the automated systems to ensure timely service, produce reports, monitor costs vs. outcomes, and completes analysis in support of program/policy recommendations.</p> <p>Acts as backup liaison between the Multifunctional Center and partner offices. Maintains adequate technical knowledge of EDD programs, including WS, UI, Disability Insurance (DI), and Tax to professionally represent and support EDD in the community and provide contemporary input to issues.</p>

Civil Service Classification
Employment Program Manager II

Position Number
280-021-9197-001

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, 625 on file.	NM	1/23/2025
Reasonable Accommodation Unit use ONLY <i>(completed after appointment, if needed)</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. List any Reasonable Accommodations made: <i>Click here to enter text.</i>		

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