

	<p>Interprets and communicates policy and procedure to staff accurately, ensuring consistent application throughout the office. Emphasizes program integrity, duration control, and use of manuals and reference materials.</p> <p>Organizes and maintains the office, in accordance with current system design procedures.</p> <p>Evaluates the effectiveness of office operations through the use of current quality assurance systems, employee and customer surveys, Department reviews, and other sources, as appropriate.</p>
25%	<p>Oversees all personnel actions within the field office: Maintains appropriate staffing levels to ensure proper processing of workload, while operating within budgetary limitations; supports capacity building for all staff through continuous training and developmental assignment opportunities; ensures timely feedback to all staff through probationary reports, individual development plans, leadership development plans, current quality assurance systems, and open, two-way communication, including regular unit and all office meetings; ensures timely, appropriate corrective actions are taken in disciplinary or adverse action situations. Processes all grievances and complaints within Department guidelines, policies, and procedures; files employee Workers' Compensation claims in a timely manner, following appropriate policies and procedures.</p>
10%	<p>Understands and effectively administers the field office budget: maintains proper balance between workload earnings and staff usage; uses the Operating Expenses and Equipment (OE&E) budget process to oversee procurement activities that ensure availability of supplies and equipment necessary for proper functioning of the field office. Operates within budgetary limits.</p>
10%	<p>Makes decisions regarding office administration using analysis and data-gathering tools. Develops skills in use of personal computers to support and enhance analysis processes.</p>
10%	<p>Participates in Field Operations Division and Branch meetings, training opportunities, and other activities outside the field office.</p>
5%	<p>Develops and maintains a marketing program, which supports the marketing goals of the Branch and includes customer education, as well as partnership opportunities.</p>
5%	<p>Maintains maximum security and integrity of premises, equipment, records, documents, and the automated system.</p> <p>Provides for the health, safety, and welfare of employees, in order to maintain high levels of efficiency and morale. Ensures completion and updating of plans, such as the Continuity Plan for Business, Crime Prevention Plan, and Injury and Illness Prevention Plan, as appropriate.</p>
5%	<p>Demonstrates a high degree of professionalism, courtesy, and consideration in all phases of work with both internal and external customers.</p> <p>Acts as a coach and role model for all staff in support of the Branch and Department vision, mission, values, and goals.</p>
Percentage of Duties	Marginal Functions
5%	Performs other duties as assigned.

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

Standing: Occasionally - activity occurs < 33%	Sitting: Continuously - activity occurs > 66%
Walking: Occasionally - activity occurs < 33%	Temperature: Temperature Controlled Office Environment
Lighting: Artificial Lighting	Pushing/Pulling: Occasionally - activity occurs < 33%

Civil Service Classification
Disability Insurance Program Manager III

Position Number
280-209-9206-001

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 type="checkbox"/> Required to work in the lobby <input 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)		
Directly- 3 DIPM IIs, 2 DIS I/IIs, and 2 OT(T)s, Indirectly- 9 DIPM Is, 90 DIPRs, 4 PT I/IIs, 1 Custodian II, and 2 Custodian Is		
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		
Classification and Pay Group (CPG) Approval		
<input checked="" type="checkbox"/> Duties meet class specification and allocation guidelines.	CPG Analyst Initials	Date Approved
<input type="checkbox"/> Exceptional allocation, STD-625 on file.	AF	5/7/2026
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)
- Provide a copy to the employee
- File original in the supervisor's drop file