

CALIFORNIA UNEMPLOYMENT INSURANCE APPEALS BOARD  
OFFICE OF CHIEF ALJ  
DUTY STATEMENT  
**MANAGER II/EEO Officer**

Under administrative direction of the Deputy Executive Director/Chief Administrative Law Judge, the Manager II serves as the Equal Employment Opportunity (EEO) Officer for the California Unemployment Insurance Appeals Board (CUIAB). In this capacity, the position is responsible for the development, implementation, coordination, and oversight of CUIAB's EEO program and for ensuring departmental compliance with applicable federal and state laws, regulations, and policies. Responsibilities include oversight of complaint investigations, policy development, compliance monitoring, organizational assessment and recommendations, complaint resolution, and required reporting in accordance with Government Code section 19795.

In addition, the Manager II provides executive-level leadership and oversight of CUIAB's statewide operational improvement and workload management functions. This includes strategic oversight of system-based workload distribution, evaluation of operational processes, and leadership of major quality assurance and continuous improvement initiatives.

The Manager II also serves as CUIAB's internal investigator for highly sensitive personnel, equity, and operational matters and collaborates with external entities, including the Office of the Attorney General and other external stakeholders, as necessary.

**ESSENTIAL FUNCTIONS**

**Percentage    Function**

**40%**

**Equal Employment Opportunity (EEO) Program Leadership and Compliance**

Develops, issues, and enforces EEO policy directives to ensure compliance with applicable federal and state EEO laws, including the Americans with Disabilities Act (ADA), and related regulations, policies, and practices. Develops EEO policy based on objective monitoring and assessment of CUIAB's Upward Mobility Program, Disability Awareness initiatives, and human resources and equal employment practices.

Monitors changes in EEO laws and regulations and advises the Executive Director and executive leadership team regarding impacts, compliance risks, and necessary policy or procedural changes. Provides policy and programmatic recommendations to prevent discrimination and promote equal employment opportunity throughout the organization. Advises executive leadership on CUIAB's EEO obligations.

Develops, implements, manages, and monitors CUIAB's EEO program. Serves as liaison between CUIAB and external oversight and regulatory entities, including the State Personnel Board (SPB) and the California Department of Human Resources (CalHR), as well as EEO advocacy organizations. Develops, coordinates, and monitors action plans to identify and address underutilization and to eliminate unlawful employment barriers. Evaluates occupational areas to identify significant underutilization by race/ethnicity, gender, and disability categories.

Provides direct oversight of the annual Workforce Analysis (WFA), including review and evaluation of findings, identification of workforce trends and risks, and development of executive-level recommendations to support workforce planning, succession strategies, and compliance with equal employment opportunity objectives.

Develops training programs and materials and ensures delivery of mandated EEO and disability-related training. Provides employees and management with guidance on EEO laws, rules, policies, and procedures. Conducts and participates in meetings and briefings with executive leadership and management staff.

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Conducts highly complex and sensitive discrimination complaint investigations, including intake review, fact-finding, interviews, evidence analysis, and preparation of investigative reports and findings. Manages the discrimination complaint tracking system, ensures required data reporting, and provides investigative findings and recommendations to executive leadership that may result in corrective or disciplinary action.

Works in partnership with investigators from the Office of the Attorney General and other external stakeholders on high-level and sensitive investigations, as appropriate.

Provides executive-level program guidance on EEO-related issues and ensures balanced and effective personnel practices. Researches, evaluates, and provides recommendations on highly sensitive and confidential personnel, labor relations, and legal matters. Assists in developing management strategies to resolve sexual harassment and other discrimination complaints. Responds to inquiries from legal counsel regarding discrimination complaint processes and employee rights during investigations. Proposes personnel management policies, procedures, and practices.

Initiates, implements, and serves in an advisory capacity to CUIAB's Disability Advisory Committee (DAC) to advance inclusive personnel practices and employment opportunities for individuals with disabilities. Prepares reports documenting findings, recommendations, and action items.

**35%**

**Statewide Operational Oversight, Quality Assurance, and Systems Leadership**

Provides executive oversight of statewide implementation of the Appeal Verification Quality Review (QR) Program, including governance of review standards, forms, user guides, training frameworks, and ongoing evaluation to ensure consistent and accurate verification practices across all offices. Serves as Lead Program Manager and establishes performance metrics and continuous improvement priorities.

Analyzes and presents Appeal Verification Quality Review (QR) results and statewide trend data to executive leadership and recommends targeted training initiatives and process or procedural changes to improve consistency and quality outcomes.

Directs the intake, assignment, and equitable distribution of unverified appeals across eleven field offices, ensuring balanced workloads and timely processing, including executive oversight of uncalendared case allocation.

Leads administration of the statewide Best Practices Survey initiative, including survey design, field evaluations, analysis of operational practices, site visits, staff engagement, development of improvement recommendations, and creation of standardized training modules to ensure consistent and efficient practices across field offices.

Provides executive oversight of the Centralized Decision Hub and statewide translation queue functions, ensuring timely routing, prioritization, and resolution of translation and review-related work to support efficient statewide operations.

Oversees CAMS operational support functions, including:

- Development and delivery of statewide user training
- Process automation and workflow design

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- Data collection and performance metric reporting
- System troubleshooting and operational support
- Coordination with IT and system administrators

Provides operational oversight of future Tax Unit CAMS workflow implementation, including workload routing, user adoption, system testing, and operational readiness.

Provides executive oversight and direct supervision of the Supervisor II assigned to Board appeals functions. Ensures analytical work products, Board appeal workflow coordination, and reporting activities support statutory timeliness requirements and executive decision-making needs. Coordinates with the Supervisor II and the Chief Legal Counsel to align day-to-day direction, legal review, and operational priorities while maintaining accountability for performance and outcomes.

The Manager II assigns work and establishes priorities for staff, monitors productivity and output quality, provides coaching and direction on training needs, and conducts performance evaluations to ensure alignment with organizational goals.

The position provides senior-level guidance and consultative direction to management at all eleven field offices.

**10% Data Analytics and Systems Oversight**

Provides executive oversight of statewide data analytics, reporting, and business intelligence functions supporting CUIAB operations. Directly supervises the Supervisor II serving as Data Analytics Supervisor and ensures effective governance, prioritization, and alignment of data analytics initiatives, CAMS dashboard development, and system implementation efforts with organizational goals, statutory requirements, and executive decision-making needs. Utilizes data-driven insights to guide strategic planning, resource allocation, workload management, and continuous operational improvement.

**10% Statewide Performance Evaluation and Executive Reporting**

Leads evaluation and improvement of field-level operational practices, including analysis of workflow patterns, case handling procedures, turnaround times, and quality outcomes.

Develops statewide performance metrics, quality measures, and monitoring tools to assess operational consistency and compliance with workload standards.

Prepares written recommendations, executive briefings, and implementation plans for review by the Executive Director/Chief Administrative Law Judge and the Deputy Executive Director to support operational decision-making.

**5% Statewide Representation and Travel**

Travels statewide to conduct field office implementation visits, operational reviews, and stakeholder meetings. Represents CUIAB at executive-level meetings, cross-departmental workgroups, and statewide advisory forums. Performs other duties as assigned.

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*I have discussed the duties of the position with my supervisor and have received a copy of the duty statement.*

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**EMPLOYEE'S PRINTED NAME    EMPLOYEE'S SIGNATURE    DATE**

*I have discussed the duties of this position with the employee.*

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**SUPERVISOR'S PRINTED NAME    SUPERVISOR'S SIGNATURE    DATE**

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**ESSENTIAL FUNCTIONS**

Activity	Not Required	Less than 25%	25% to 49%	50% to 74%	75% or More
VISION					X
HEARING					X
SPEAKING				X	
WALKING		X			
SITTING					X
STANDING		X			
BALANCING		X			
CONCENTRATION					X
COMPREHENSION					X
WORKING INDEPENDENTLY					X
LIFTING UP TO 10 LBS OCCASIONALLY		X			
LIFTING UP TO 25 LBS OCCASIONALLY AND/OR 10 LBS FREQUENTLY		X			
FINGERING			X		
REACHING			X		
CARRYING		X			
CLIMBING		X			
BENDING AT WAIST		X			
KNEELING		X			
PUSHING OR PULLING		X			
HANDLING			X		
DRIVING		X			
OPERATING EQUIPMENT		X			
WORKING INDOORS					X
WORKING OUTDOORS	X				
WORKING IN CONFINED SPACE		X			
TRAVEL			X		

**Are you able to perform the above-listed essential functions of the job, or are you prevented from doing so due to a physical or mental condition or limitations that may affect your ability to perform these functions?**

- Yes. I am able to perform all of the above-listed essential functions of the job and have no physical or mental condition or limitation, which would prevent or otherwise impair me from doing so. (If checked, sign below. It is not necessary to read the following page.)
- Yes. I am able to perform all of the above-listed essential functions of the position, but will require reasonable accommodation (to be provided by the hiring authority as more specifically noted on the following page) in order to do so.
- No. I am unable to perform one or more of the above-listed essential functions of the job, even with reasonable accommodation.
- I am not sure if I am able to perform one or more of the above listed essential functions of the job. (On the following page, please identify the functional limitations you have which you believe may limit your ability to perform the essential functions of the job.)

