

Percentage of Duties	Essential Functions
30%	Demonstrates a high degree of professionalism, courtesy, and consideration in all phases of work with both internal and external customers, as a field office team member. Sorts, prioritizes, and processes the more complex incoming program correspondence by category, such as settlement documents, medical records, and rehabilitation materials and takes appropriate action. Processes paper copies of program notices and routes to the appropriate program representatives to determine if further action is needed by the EDD.
30%	Reviews and documents the more complex SDI Online reports to determine if additional action is needed. Compiles data and develops reports with analysis and recommendations using specialty program data sources. Enters notes in the SDI Online system for program representatives regarding pertinent program information and completes required work orders.
20%	Develops and maintains specialty program calendar. Assists unit manager and/or program representative by providing training to Program Technicians and other support staff when requested. Communicates with the program community by providing and obtaining detailed case-related information. Assists in special studies/projects as requested, and in other data gathering for statistical reporting/analysis.
10%	Assists in purging files in accordance with records retention schedules. Protects program integrity by identifying and reporting and suspected fraudulent claims/activities. Participates in unit and office meetings as scheduled and in training sessions offered.
5%	Contributes to the office commitment to customer service by providing educational information regarding EDD's role in program processes to fellow employees and members of the program community. Participates and represents offices on work teams to improve process and procedures. Represents the branch at employer seminars by distributing materials and responding to questions within scope of duties. Provides coverage in specialty unit with incoming telephone calls.
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%
Lifting: Occasionally - activity occurs < 33%	Bending/Stooping: Occasionally - activity occurs < 33%

Other: *Click here to enter text.*

Type of Environment:

High Rise Cubicle Warehouse Outdoors Other:

Civil Service Classification
Program Technician II

Position Number
280-222-9928-976

Interaction with Customers: <input type="checkbox"/> Required to work in the lobby <input checked="" 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)		
N/A		
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	6/17/2026
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

Civil Service Classification
Program Technician

Position Number
280-222-9927-976

5. SUPERVISION EXERCISED: (List total per each classification of staff)		
N/A		
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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>		
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