



**Civil Service Classification**

Program Technician II

**Position Number**

280-211-9928

Percentage of Duties	Essential Functions
30%	<p>Demonstrates a high degree of professionalism, courtesy, and consideration in all phases of work with both internal and external customers in assisting with Disability Insurance or Paid Family Leave general claim related inquiries, as a field office team member. Provides services in person at public counters handing out forms, providing general information on claim status, answering more complex questions about program processes, providing instructions on next steps for complex issue resolution in State Disability Insurance (SDI) offices. Utilizes SDI Online (SDIO) to assist more complex hardship cases, obtain verbal certifications, assists with reset of passwords, educates customers on program related information, resolves error messages, checks on claim status explaining next steps for resolution, reviews incoming correspondence for completeness, provides general information on other programs such as Unemployment_Insurance, Tax, Social Security, or Workforce services, provides payment histories, updates addresses, phone numbers and instructs customer on SDIO self help navigation. Elevates to program representative or manager if needed.</p>
30%	<p>Provides services to customers in person, via the internet, or over telephone in resolving more complex AskEDD submissions, General Inquiries, Public Service Program, Forms and Help Desk line workload. Reviews SDIO work items to resolve more complex issues such as missing information, signatures, takes steps to search system to identify and match claim Part A and B, critical exceptions or other unprocessed more complex white mail, sends out correspondence for needed information, enters detailed claim notes in SDIO critical for accurate and timely determinations, follows up on independent medical examination reports/invoices, follows up on lost/stolen checks, assists with electronic banking questions, and completes required SDIO work items.</p> <p>Sorts, prioritizes, and processes the more complex incoming program correspondence by category, such as settlement documents, payment histories, 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.</p>
20%	<p>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.</p> <p>Assists in special studies/projects as requested, and in other data gathering for statistical reporting/analysis.</p>
10%	<p>Assists in purging files in accordance with records retention schedules. Protects program integrity by identifying and reporting any suspected fraudulent claims/activities to management or their designee. Participates in unit and office meetings as scheduled and in training sessions offered.</p>
5%	<p>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</p>



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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



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	status, answers general questions about program processes, and provides instructions on next steps for less complex issue resolution in any State Disability Insurance (SDI) office. Utilizes SDI Online (SDIO) to assist less complex hardship cases, obtains verbal certifications, assists with reset of passwords, educates customers on less complex program related information, checks on claim status explaining next steps for resolution, reviews incoming correspondence for completeness, provides general information on other programs such as Unemployment Insurance, Tax, Social Security, or Workforce services, provides payment histories, updates addresses, phone numbers and instructs customer on SDIO self help navigation. Elevates to program representative or manager if needed.
30%	<p>Provides services to customers in person, via the internet, or over telephone, resolving less complex AskEDD submissions, General Inquiries, Public Service Program, Form requests, and Help Desk line workload. Reviews SDIO work items to resolve less complex issues such as missing information, signatures, takes steps to search system to identify and match claim Part A and B, critical exceptions or other unprocessed less complex white mail, sends out correspondence for needed information, enters detailed claim notes in SDIO critical for accurate and timely determinations, and completes less complex SDIO work items.</p> <p>Sorts, prioritizes, and processes the less 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.</p>
20%	<p>Assists in developing and maintaining specialty program calendar. Assists unit manager and/or program representative by providing training to other support staff when requested. Communicates with the program community by providing and obtaining detailed case-related information.</p> <p>Assists in special studies/projects as requested, and in other data gathering for statistical reporting/analysis.</p>
10%	Assists in purging files in accordance with records retention schedules. Protects program integrity by identifying and reporting any suspected fraudulent claims/activities to management or their designee. 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. Assists in representing 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.
<b>Percentage of Duties</b>	<b>Marginal Functions</b>
5%	Performs other duties as assigned.
<b>4. WORK ENVIRONMENT</b> <i>(Choose all that apply)</i>	



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