

POSITION STATEMENT

1. POSITION INFORMATION	
CIVIL SERVICE CLASSIFICATION:	WORKING TITLE:
Supervising Program Technician III	<i>Supervising Program Technician III</i>
NAME OF INCUMBENT:	POSITION NUMBER:
<i>Click here to enter text.</i>	280-785-9926-xxx
OFFICE/SECTION/UNIT:	SUPERVISOR'S NAME:
Taxpayer Assistance Center	<i>Click here to enter text.</i>
DIVISION:	SUPERVISOR'S CLASSIFICATION:
Tax Processing and Accounting	Tax Administrator I, EDD
BRANCH:	REVISION DATE:
Tax	9/17/2025
Duties Based on: <input checked="" type="checkbox"/> FT <input type="checkbox"/> PT– Fraction _____ <input type="checkbox"/> INT <input type="checkbox"/> Temporary – _____ hours	
2. REQUIREMENTS OF POSITION	
Check all that apply: <input type="checkbox"/> Conflict of Interest Filing (Form 700) Required <input checked="" type="checkbox"/> Call Center/Counter Environment <input type="checkbox"/> May be Required to Work in Multiple Locations <input checked="" type="checkbox"/> Requires Fingerprinting & Background Check <input type="checkbox"/> Requires DMV Pull Notice <input type="checkbox"/> Bilingual Fluency (<i>specify below in Description</i>) <input type="checkbox"/> Travel May be Required <input type="checkbox"/> Other (<i>specify below in Description</i>)	
Description of Position Requirements: (e.g., qualified Veteran, Class C driver's license, bilingual, frequent travel, graveyard/swing shift, etc.) <i>Click here to enter text.</i>	
3. DUTIES AND RESPONSIBILITIES OF POSITION	
Summary Statement: (Briefly describe the position's organizational setting and major functions)	
<p>Under the direction of a Tax Administrator I (TA I), the Supervising Program Technician III plans, organizes and directs the activities of Taxpayer Assistance Group (TAG) by leading and directing the work of staff charged with responding to the telephone, correspondence and Internet e-mail contacts from the public. The supervisor is responsible for creating and nurturing an environment which promotes team building and open communication at all levels through the group and encourages innovative ideas for continuous improvement of systems and processes in order to improve services to the Group's internal and external customers.</p>	
Percentage of Duties	Essential Functions
30%	Leadership Plans, organizes, and directs all activities of the TAG ensuring the timely handling of customer contacts and the accuracy of response to the customer. Enforces the Department's security policies and procedures. Reviews new and revised policies and procedures. Evaluates staff performance and oversees staff resources to ensure proper utilization. Monitors the group's

Civil Service Classification
Supervising Program Technician III

Position Number
280-785-9926-xxx

Directly – 12-15 Program Technician I and Program Technician II

6. SIGNATURES

Employee's Statement:

I have reviewed and discussed the duties and responsibilities of this position with my supervisor and have received a copy of the Position Statement.

Employee's Name: [Click here to enter text.](#)

Employee's Signature:

Date:

Supervisor's Statement:

I have reviewed the duties and responsibilities of this position and have provided a copy of the Position Statement to the employee.

Supervisor's Name: [Click here to enter text.](#)

Supervisor's Signature:

Date:

7. HRSD USE ONLY

Classification & Pay Group (C&P) Approval

Duties meet class specification and allocation guidelines.

C&P Analyst Initials

Date Approved

Exceptional allocation, STD-625 on file.

JMB

12/5/2025

Reasonable Accommodation Unit use ONLY *(completed after appointment, if needed)*

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:

[Click here to enter text.](#)

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