

POSITION STATEMENT

1. POSITION INFORMATION	
CIVIL SERVICE CLASSIFICATION: Employment Program Manager III	WORKING TITLE: Section Manager
NAME OF INCUMBENT: <i>Click here to enter text.</i>	POSITION NUMBER: 280-025-9198-976
SECTION/UNIT: ARU 025 - UI Center Rancho Cordova	SUPERVISOR'S NAME: Pam Doss
DIVISION: UI Northern Operations Division	SUPERVISOR'S CLASSIFICATION: Employment Development Administrator (EDA)
BRANCH: Unemployment Insurance Branch	REVISION DATE: 7/1/2025
Duties Based on: ☒ Full Time ☐ Part Time – Fraction _____ ☐ Temporary – _____ hours	
2. REQUIREMENTS OF POSITION	
Check all that apply: ☐ Conflict of Interest Filing (Form 700) Required ☒ May be Required to Work in Multiple Locations ☐ Requires DMV Pull Notice ☒ Travel May be Required ☒ Call Center/Counter Environment ☒ Requires Fingerprinting & Background Check ☐ Bilingual Fluency (<i>specify below in Description</i>) ☐ Other (<i>specify below in Description</i>)	
Description of Position Requirements (<i>e.g., qualified Veteran, Class C driver's license, bilingual, frequent travel, graveyard/swing shift, etc.</i>): Occasional travel for training and/or meetings may be required.	
3. DUTIES AND RESPONSIBILITIES OF POSITION	
Summary Statement (Briefly describe the position's organizational setting and major functions): Under the general direction of the EDA, the incumbent supports the EDA in collecting and analyzing the data, at the office level, to make recommendations to the UI Division Chief for the improvement of UI program, goals, procedures, budgeting, and staffing. Participates in Division and Enterprise projects for process improvement. Assists EDA with setting up and carrying out the leadership training program to develop future leaders of EDD from the local office standpoint. Responsible for determining staffing level, hiring needs, and hiring process for the office. Oversees and ensures accuracy for office attendance and payroll. Responsible for handling disciplinary processes, as well as working with Labor Relation to handle disputes, grievances, and discharges. Oversees office processes for Reasonable Accommodation and Employer's Report of Occupational Injury or Illness. Supervises 40-100 professional and clerical staff. Assists the EDA with coaching and mentoring first and second level managers. Oversees branch-wide projects through participation in workgroup teams. Acts as a subject matter expert for subordinate managers. Provides leadership to the subordinate staff by modeling the mission, vision, values, and marketing of the Employment Development Department (EDD) and the Branch in everyday interactions with staff, as well as with internal and external customers. Responsible for demonstrating a commitment to the Multifunctional Center effort, working with staff to plan for effective and efficient delivery of assigned program components consistent with these recognized quality goals, and leading staff in celebrating the successes of the program.	

Responsible for the daily operations of the Multifunctional Center, which may include Determinations, Appeals, Adjustments, Overpayments, Payment Authorization, Clerical and Claim Filing. Directly supervises the Unit Managers and may also supervise custodial and clerical staff, organizes workflow and resources to achieve the desired objective of quality of production. Ensures that the Center is consistent with mandated statewide policies and procedures by providing expert knowledge of complex automated systems, data relationships, productivity forecasting, and budget and resource management to produce reports, measuring outcomes, and expenditures to the Multifunctional Manager/s and Division staff.

May act as liaison between the Multifunctional Centers, Consolidated UI Services Centers (CUISC), and partner offices for the delivery of services to internal and external customers, in accordance with statewide standardized policy, to ensure consistent statewide application of law, policy, and customer treatment, regardless of location.

Percentage of Duties	Essential Functions
35%	Personnel Management Oversees the performance of 3-10 Employment Program Manager (EPM) Is. Works closely with the EDA to coach and mentor subordinate managers to develop their skillsets and address areas of development. Assists supervisors in achieving the performance objectives outlined in their respective Leadership Competency Development Plans. Acts as a resource for EPM I staff, regarding personnel issues. Guides EPM Is to initiate corrective action when appropriate. Reviews and analyzes Multifunctional Center personnel needs and apprises the EDA of issues that could potentially impact the delivery of service. Analyzes hiring needs, elevates staffing data to the EDA to make requests of the Division for increased staffing. May compile hiring packages or oversee the creation of package by subordinates. Ensures that the hiring requests encompass current and anticipated staffing needs and that action is taken in a timely manner to meet operational needs. Works with the EDA to devise procedures for hiring, including scheduling of candidates, creating interview questions, and the compilation of panels. May delegate aspects of hiring and oversee the totality of the process. Monitors for compliance with personnel legislation for factors, such as Americans with Disabilities Act (ADA) and the California Fair Employment and Housing Act. Ensures Multifunctional Center supervisors are trained in applicable regulations to enable mandated compliance. Ensures EDA is made aware of all pending personnel or disciplinary actions. Monitors subordinate managers, confirms that all issues receive appropriate attention from the unit managers with timely and objective feedback to the staff. Provides managers with written resources, as well as oversight and instructions to handle ongoing and unresolved issues with staff. Oversees office process for Reasonable Accommodation and Employer's Report of Occupational Injury or Illness (SCIF 3067).
30%	Administrative Management Ensures Department and Division policy is implemented in the Multifunctional Center, while simultaneously monitoring the operation to identify any necessary modification in policy/procedure to respond to specific customer needs. Communicates timely and provides objective feedback to the Office Manager on these issues. Contributes to planning and coordination of complex and sensitive issues both internal and external, where multiple EDD offices are involved. Coordinates, manages, and monitors the Multifunctional staff and budget resources. Monitors the disbursement of operation expenses and equipment funds allocated to the center by

	reviewing travel, training, and equipment funds and by reviewing expenditures to ensure they are appropriate and within budgetary allocations. Responsible for the safety and security of staff, premises, equipment, and fiscal and data resources. Immediately elevates information on a timely basis for any issues that cannot be resolved locally or that may have statewide impact. Maintains the security of data and voice communication systems utilized by the office. Approves access to appropriate systems and system levels, including the Global Security System. Ensures that information security instructions are provided and adhered to by all staff. Maintains proper fraud prevention controls. Ensures compliance with all elements of the Internal Control Checklist. Uses data and analytical approach to make recommendations to the UI Division Chiefs for the improvement of UI program, goals, procedures, budgeting, and staffing. Participates in Division and Enterprise projects for process improvement. Implements the leadership training program to develop staff for future managerial positions.
25%	Program Management Implements procedural directives to ensure performance levels are attained; monitors to ensure customer satisfaction indicators are achieved. Oversees completion of Nonmonetary Determinations Quality Review/Tripartite (NDQRT), ensures managers are conducting Field Office Basic Evaluation System (FOBES) on a continuous and timely basis to ensure evaluations are being completed as scheduled. Ensures corrective action is taken and documented when necessary, including, but not limited to, any interim evaluation necessary. Takes prompt measures to validate that subordinate managers correct identified deficiencies on a continuous basis and monitor staff for improvement. Gathers office data to report quarterly FOBES findings to Division. Monitors unit management performance and verifies that managers engage in assisting staff to correctly file UI claims, determine benefits, authorize payments, and respond to questions from customers in a professional, accurate, and timely manner. Works closely with the EDA to plan for staff classroom training, as well as on-the-job training, appropriately and in a timely manner. Maintains data on bilingual staff so that appropriate language resources are available to meet the needs of the diverse clientele. Plans for reallocation of staff resources to respond to varying call volumes. Advises the EDA when the office needs increased bilingual staff so that appropriate permissions can be obtained to test bilingual staff. Monitors the CCPulse and Verizon reports; analyzes findings to identify trends and patterns, and drafts a corrective action plan for approval by the Multifunctional Center Office Manager. Effectively utilizes the automated systems to ensure timely service, produce reports, monitor costs vs. outcomes, and complete analysis in support of program/policy recommendations. Acts as backup liaison between the Multifunctional Center and partner offices. Maintains adequate technical knowledge of EDD programs, including WS, UI, Disability Insurance (DI), and Tax to professionally represent and support EDD in the community and provide contemporary input on issues.
5%	Cooperation, Coordination, and Communication Communicates policy to Multifunctional Center supervision and staff, to the community, and in the Office Manager's absence, as appropriate, to the local level, and to the media. Builds and maintains cooperative relationships with community partners and employers responsive to their particular needs to increase effectiveness of EDD's programs. Maintains community and political relationships with business, labor community-based organizations, and government elected officials. Communicates in an effective and prompt manner. Assists the Multifunctional Office Managers, as liaison, with WS, UI, DI, and other Center Managers within the Multifunctional Center area of responsibility, as appropriate.

5%	Marginal Functions Performs other duties as assigned.	
4. WORK ENVIRONMENT (Choose all that apply)		
Standing: Frequently - activity occurs 33% to 66%	Sitting: Frequently - activity occurs 33% to 66%	
Walking: Frequently - activity occurs 33% to 66%	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: <i>Click here to enter text.</i>		
Type of environment: ☐ High Rise ☒ Cubicle ☐ Warehouse ☐ Outdoors ☐ Other:		
Interaction with customers: ☐ Required to work in the lobby ☐ Required to work at a public counter ☒ Required to assist customers on the phone ☐ Required to assist customers in person ☒ Other: <i>Working in a large call center environment, interacting with internal and external customers.</i>		
5. SUPERVISION		
Supervision Exercised: Directly – 40-99 EPR PY; Indirectly – 10-20 EDS, OA, OT & Custodian PY		
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		
Personnel Management Group (PMG) Approval		
☐ Duties meet class specification and allocation guidelines.	PMG Analyst initials	Date approved
☐ Exceptional allocation, 625 on file.	NW	7/1/2026
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: <i>Click here to enter text.</i>		

Civil Service Classification
Employment Program Manager III

Position Number
280-025-9198-976

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