

POSITION STATEMENT

1. POSITION INFORMATION	
CIVIL SERVICE CLASSIFICATION:	WORKING TITLE:
Disability Insurance Program Manager II	<i>Field Office Section Manager</i>
NAME OF INCUMBENT:	POSITION NUMBER:
	280-225-9209-976
OFFICE/SECTION/UNIT:	SUPERVISOR'S NAME:
Fresno PFL CMO – ARU 225	Tessa Lovato
DIVISION:	SUPERVISOR'S CLASSIFICATION:
Field Operations Division	Disability Insurance Program Manager III
BRANCH:	REVISION DATE:
Disability Insurance Branch	9/4/2019
Duties Based on: ☒ FT ☐ PT– Fraction _____ ☐ INT ☐ 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: (e.g., qualified Veteran, Class C driver's license, bilingual, frequent travel, graveyard/swing shift, etc.)	
3. DUTIES AND RESPONSIBILITIES OF POSITION	
Summary Statement: (Briefly describe the position's organizational setting and major functions)	
Under general direction of the Field Office Manager, the Disability Insurance Program Manager II provides administrative leadership and guidance for three or more first level supervisors in a large-sized field office. Ensures services are delivered in compliance with laws, policies, and procedures governing the Disability Insurance Program. Emphasizes program integrity and proper duration control. Oversees personnel actions to ensure appropriate staffing levels, capacity building, and open communication. Understands and helps effectively administer the field office budget. Uses analysis and data-gathering tools in decision making processes. Helps maintain a marketing program, which includes educating and partnering with program customers. Complies with all system security, internal control, and employee safety requirements. Acts as a coach and role model to members of the management team and to all staff. Supports the Branch and Department vision, mission, values, and goals.	

Percentage of Duties	Essential Functions
20%	Ensures compliance with laws, policies, and procedures governing the Disability Insurance Program. Interprets and communicates policy and procedure to staff accurately, ensuring consistent application throughout the office. Emphasizes program integrity, duration control, and use of manuals and reference materials. Evaluates the effectiveness of operations through the use of current quality assurance systems, employee and customer surveys, Department reviews, and other sources, as appropriate.
20%	Oversees personnel actions within reporting units: Maintains appropriate staffing levels to ensure proper processing of workload, while operating within budgetary limitations. Supports capacity building for all staff through continuous training and developmental assignment opportunities. Ensures timely feedback to all staff through probationary reports, individual development plans, leadership development plans, current quality assurance systems, and open, two-way communication, including regular unit and all-office meetings. Ensures timely appropriate corrective actions are taken in disciplinary or adverse action situations. Processes all grievances and complaints within Department guidelines, policies, and procedures. Files employee Workers' Compensation claims in a timely manner, following appropriate policies and procedures.
20%	Makes decisions on elevated claims determinations using analysis and data-gathering tools. Develops skills in the use of personal computers to support and enhance analysis processes.
10%	Understands and helps effectively administer the field office budget: Maintains proper balance between workload earnings and staff usage. Uses the Operating Expenses and Equipment (OE&E) budget process to oversee procurement activities that ensure availability of supplies and equipment necessary for proper functioning of the field office. Operates within budgetary limits.
10%	May act as Field Office Manager in the Manager's absence. Duties will rotate if more than one section manager in the office.
5%	Assists in maintaining maximum security and integrity of premises, equipment records, documents, and the automated system. Provides for health, safety, and welfare of employees in order to maintain high levels of efficiency and morale. Assists, as appropriate, in completion and updating of plans, such as the Continuity Plan for Business, Crime Prevention Plan, and Injury and Illness Prevention Plan.
5%	Participates in Field Operations Division and Branch meetings, training opportunities, and other activities outside the field office.
5%	Demonstrates a high degree of professionalism, courtesy, and consideration in all phases of work interactions with both internal and external customers. Acts as a coach and role model for all staff, in support of the Branch and Department vision, mission, values, and goals.
Percentage of Duties	Marginal Functions
5%	Performs other duties as assigned.
4. WORK ENVIRONMENT <i>(Choose all that apply)</i>	
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: <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:		
5. SUPERVISION EXERCISED: (List total per each classification of staff)		
Directly – 3 DIPM I; Indirectly – 33 DIPRs, 2 PT I/II		
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		
☒ Duties meet class specification and allocation guidelines.	CPG Analyst Initials	Date Approved
☐ Exceptional allocation, STD-625 on file.	AF	7/24/2026
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