

**DUTY STATEMENT
MANAGEMENT SERVICES TECHNICIAN
CALENDAR/REGISTRATION**

Under supervision of the Legal Support Supervisor I, performs a variety of functions, including the analysis of complex and sensitive cases. The position requires a high degree of initiative, independence and originality involving a wide variety of responsibilities, involving thorough knowledge of the appeals process and Employment Development Department (EDD) procedure.

ESSENTIAL FUNCTIONS

<u>Percentage</u>	<u>Function</u>
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- | | |
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| 45% | Analyzes a wide variety of cases, including tax, trade disputes, disability insurance, unemployment insurance, ruling, training extension, multiple claimant cases, and remanded cases. Reviews each case to determine type, issues, validity, and timeliness. With supervision, makes determinations when reviewing and/or processing case files associated with multiple department programs. Applies knowledge of programs and tax, unemployment insurance, and tax laws to process cases where guidelines are unclear.

Researches, analyzes, and applies the California Code of Regulations and the California Unemployment Insurance codes to determine type, validity, and timeliness of each case, and to resolve issues. Acts as staff resource for consultation in all program areas. |
| 30% | Determines accuracy of incoming cases and make any changes needed to facilitate a timely scheduling of those cases. Researches, gathers, and analyzes information for use in investigations and in adjusting complaints and preparing reports on behalf of employer representatives. Determines locations of parties, appeal dates, special notes; availability of parties, subpoena requests, and appealable issues. |
| 15% | Communicates with parties verbally and/or in writing, regarding: postponements, telephone hearings, schedule changes and legal documents such as subpoenas after a judicial review and take appropriate action Acts as resource person for all EDD contacts regarding questions that arise during the initial verification process. |

NONESSENTIAL FUNCTIONS

<u>Percentage</u>	<u>Function</u>
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| 5% | Mails hearing notices. |
| 5% | Assists in training employees and analyzes regulatory changes to ensure all information provided is current and accurate. Performs other duties as appropriate for the classification. |

**DUTY STATEMENT
MANAGEMENT SERVICES TECHNICIAN
CALENDAR/REGISTRATION**

I have discussed the duties of the position with my supervisor and have received a copy of the duty statement.

EMPLOYEE'S PRINTED NAME

EMPLOYEE'S SIGNATURE

DATE

I have discussed the duties of this position with the employee.

SUPERVISOR'S PRINTED NAME

SUPERVISOR'S SIGNATURE

DATE