Employment Development Department
State of California

☒ Current
☒ Proposed

POSITION STATEMENT

1. POSITION INFORMATION	
CIVIL SERVICE CLASSIFICATION:	WORKING TITLE:
Employment Program Representative	*Disabled Veterans' Outreach Program Specialist*
NAME OF INCUMBENT:	POSITION NUMBER:
	280-039-9194-029
OFFICE/SECTION/UNIT:	SUPERVISOR'S NAME:
Victorville/ARU 039/Unit 4	Yolanda Ortiz
DIVISION:	SUPERVISOR'S CLASSIFICATION:
Southern Division	Employment Program Manager I
BRANCH:	REVISION DATE:
Workforce Services Branch	4/12/2023

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 *(specify below in Description)*
☒ Other *(specify below in Description)*

Description of Position Requirements:
(e.g., qualified Veteran, Class C driver's license, bilingual, frequent travel, graveyard/swing shift, etc.)

Occasional travel for meetings, trainings, and coverage between Region offices may be required for this position. Must be a qualified veteran. In-person service delivery is required. Please refer to the US Department of Labor (DOL) Veteran Employment & Training (VET) Program Letters: VPL 07-09 And VPL-03-14 for more information.

3. DUTIES AND RESPONSIBILITIES OF POSITION

Summary Statement:
(Briefly describe the position's organizational setting and major functions)

Under supervision, the Employment Program Representative (EPR)/Disabled Veterans' Outreach Program (DVOP) specialist works with qualified customers to meet employment needs and performs the duties described under current governing Federal guidance published through Veterans' Program Letters (VPLs) (guidance specific to staff who serve veterans), Training and Employment Guidance Letters (TEGLs) (guidance provided to the workforce system) as well as the duties, roles and responsibilities as described and mandated in U.S.C. Title 38, chapters 41 and 42. In addition, the DVOP performs duties described in other policy and program directives governing the Jobs for Veterans' State Grant.

By utilizing a collaborative team approach with Wagner-Peyser, which is a federal law that establishes a nationwide system of public employment offices, partners of the Workforce Opportunity and Innovation Act (WIOA), which is designed to help job seekers access employment and match with employers, Veteran Community Based Organizations, and other Jobs for Veterans State Grant (JVSG) staff, the DVOP must

provide direct services only to veterans and customers that are eligible to receive such services as described in the current VPLs, TEGLs, and State released guidance. These customers shall receive services that will provide them the means to accomplish their employment goals.

Travel may be required for this position.

Percentage of Duties	Essential Functions
35%	Provides individualized services to all eligible customers in the form of an Objective Assessment, which confirms the eligibility and suitability of the veterans. Completes an Individual Employment Plan (IEP) to help identify the veterans' employment/career goals and barriers for all case managed customers. Provides additional individualized services and staff assisted services based on the individual's IEP; the services provided should meet each individual's employment goals, including, but not limited to: employment and training opportunities, career guidance/planning, short term prevocational services, resume assistance, job search assistance, job clubs, and job development contracts. Assists customers in understanding how to navigate through self-service systems available at the America's Job Centers of California (AJCCs) and CalJOBSSM, an online labor exchange system that helps match qualified individuals with employers, in conjunction with individualized and staff assisted services. Such services shall include, but are not limited to: virtual recruiter, labor market information, eligible training providers, job search activities, and resume builder. Maintains regular bi-weekly contact with case managed customers and records appropriate case notes and services provided in accordance with program guidance.
20%	Holds case conferences with Local Veterans' Employment Representatives (LVERs) for all job ready customers. As a team, collaborates and coordinates with AJCC staff, partners, and community based organizations to maximize employment opportunities for veterans and eligible customers.
10%	Keeps abreast of all State and Federal guidance continually, as it pertains to the JVSG, WIOA, and the general Workforce System, by reading and understanding all issued state and federal guidance and accessing designated program SharePoint sites as notices of changes are received. Attends mandated National Veterans Training Institute (NVTI) training, annual JVSG conference, training deemed mandatory by the Department of Labor Veterans Employment and Training Service (DOLVETS), and any additional training deemed necessary by the management team to enhance knowledge, skills, and abilities.
10%	Submits success stories, Good News Success Stories, monthly reports, and provides information to management for quarterly reports as required by Federal, State, and management guidance.
10%	Utilizes various data sources, such as CalJOBSSM, Bureau of Labor Statistics, and Labor Market Information, and an integrated service approach, which includes a team-based client-focused approach, to conduct and track outreach to veterans and eligible customers to ensure that eligible customers receive information on the services available within the AJCC system. Follows all state and federal guidance as it pertains to outreach efforts.
10%	Provides monthly, quarterly, and Chapter 31 veteran program activity reports for each assigned Chapter 31 client to the designated Employment Development Department (EDD) management and program liaison. Follows guidance set forth by the Chapter 31 Memorandum

	Of Understanding (MOU) (a cooperative agreement between the EDD and partnering agencies), State and Federal guidance for all Chapter 31 customers.
Percentage of Duties	**Marginal Functions**
5%	Performs other duties as assigned.

4. WORK ENVIRONMENT *(Choose all that apply)*

Standing: Occasionally - activity occurs < 33%	Sitting: Frequently - activity occurs 33% to 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: *Click here to enter text.*

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)

None

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:

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:

Supervisor's Signature: Date:

7. HRSD USE ONLY

Classification and Pay Unit (CPU) Approval

☒ Duties meet class specification and allocation guidelines.	CPU Analyst Initials	Date Approved
☐ Exceptional allocation, STD-625 on file.	NM	8/7/2026

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:

Civil Service Classification	Position Number
Employment Program Representative	280-039-9194-029

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