

POSITION STATEMENT

1. POSITION INFORMATION	
CIVIL SERVICE CLASSIFICATION:	WORKING TITLE:
Supervisor I	Workforce Governance Unit Manager
NAME OF INCUMBENT:	POSITION NUMBER:
	280-227-4800-976
OFFICE/SECTION/UNIT:	SUPERVISOR'S NAME:
Workforce Governance Unit	Nicholas Llanos
DIVISION:	SUPERVISOR'S CLASSIFICATION:
Command Center, ARU 227	Supervisor II
BRANCH:	REVISION DATE:
Disability Insurance	1/29/2026
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.) 5% to 10% travel may be required.	
3. DUTIES AND RESPONSIBILITIES OF POSITION	
Summary Statement: (Briefly describe the position's organizational setting and major functions)	
The Disability Insurance (DI) Branch's Workforce Governance Unit is responsible for planning, organizing and completing workload-related activities such as forecasting, planning, and scheduling for the DI branch utilizing the Workforce Management (WFM) and Virtual Contact Center (VCC) and other identified systems, and develops recommendations to provide to the DI Branch management. Under the direction of the Workforce Optimization Group manager, the Supervisor I oversees and leads the Workforce Governance Unit in efforts to plan, organize, and complete workforce forecasting, scheduling, and outcome activities for DI Command Center Division. The incumbent will also perform complex and sensitive tasks pertaining to the DI Branch's workload forecasting, planning and scheduling initiatives and is responsible for the successful execution of a full range of business process and management activities. The incumbent is responsible for establishing and maintaining effective working relationships and working collaboratively with internal and external stakeholders to ensure workload forecasting and outcomes, trend analyses, planning, scheduling, and forecasted resources are allocated appropriately in order to achieve the	

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DI Branch's strategic goals and business objectives. The incumbent maintains knowledge of the business environment, systems, and external factors/trends related to staffing allocations, resource planning, and workload needs. The incumbent leads, participates, and facilitates branch-wide work groups and projects. The Supervisor I works collaboratively with the DI Command Center team, briefs and advises the Supervisor II, exercises initiative, independence of action and originality, and demonstrates tact and good judgment. Supervisor I interacts directly with a variety of management levels, project team members, internal stakeholders, and vendors to provide oversight, quality assurance management, and quality customer service across the DI Branch.

The Workforce Governance Unit Manager serves as the Branch single-point-of-contact for all WFM planning activities.

Percentage of Duties	Essential Functions
40%	Leads, directs, and monitors the work of staff to ensure accuracy of work and deadlines are met. Utilizing various Workforce Management (WFM) tools such as the Information Exchange (IEX), the VCC, SDI, etc., monitors the critical collection of DI workload data that is used to support the DI program's workload management and forecasting; data analysis to understand workload trends based on the cyclical nature and economic factors that impact the DI program. The Supervisor I oversees the review and tracking of all DI workload data and resources, providing staffing and resource recommendations for the various enterprise-wide workloads, associated workload activities, and developing trend analysis and program performance reports. Oversees the creation of schedules through the analysis of statistical data, requirements, and forecasts, to ensure that Key Performance Indicators (KPIs) are achieved. The Supervisor I provides timely and accurate communication of the progress/status of tasks relative to schedule/work plans, and will oversee the documentation, communication, and resolution of issues and impacts pertaining to workload forecasting, planning, scheduling, and trend analysis for the DI Branch. Ensures the accuracy and completeness of the review and analyses of data collected to align with managing the DI Branch's workload management and resources. Directs and oversees the development and maintenance of forecasts (short and long term), projecting the necessary staffing resources, developing and reviewing forecasting models to ensure SLAs and DI workloads are effectively managed; generating and reviewing historical trend analyses, forecasting workload levels and resource needs, and analyzing actual versus forecasted data trend models. Plans and oversees the development of month-end, quarterly, and annual analysis and outlines each business unit's operational wins and opportunities. Holds and facilitates regular monthly meetings to keep all stakeholders informed, regarding any new or on-going statewide DI related WFM and VCC tools/systems related projects. Identifies and elevates crosscutting issues related to Department and Branch initiatives. As appropriate, may facilitate resolution of these issues.
35%	Leads, facilitates, and coordinates the WPU team workload and maintains staff estimates for tasks, deliverables, and other project-related business activities. Prepares and provides daily and weekly status updates and reports. Manages administrative activities for unit staffing and budgeting. Works directly with other managers within DI Branch sharing information and coordinates activities; participates in management team and unit meetings; keeping apprised of Department, Branch, and division issues; communicating with the DI Command Center's management team about issues that could affect DI workloads, SLAs, and claim processing timelines. Provides information on workload forecasts and data model trends for the DI Branch and identifies areas for improvement; coordinating with other divisions on shared issues and processes. Collaborates, facilitates, and leads meetings with team members, stakeholders, and vendors for the workload forecasting, planning, and scheduling activities. Develops and

	oversees the review of reported metrics, dashboards, and data queries for the accuracy of data presented. Provides expert consultation, and impact analysis relative to the DI program's business processes, policies/procedures, and conveys important/sensitive information to impacted management, staff, stakeholders, and vendors.
15%	Models the vision and values of the Employment Development Department (EDD). Coaches and mentors' staff to develop their leadership abilities through regular one-on-one meetings or team meetings. Promotes staff engagement and development by fostering a positive work environment that encourages innovative thinking and productive staff. Provides guidance to ensure health, safety, and security measures are properly followed. Providing effective business and technical direction to subordinate team members to ensure deliverables reflect completed staff work, and the development of work products follow prescribed/established methodologies and procedures. Completes and ensures timely feedback to all staff for probationary reports, performance appraisal summaries, leadership development plans, and other personnel-related products in a timely manner, according to the Employment Development Department Personnel Management Handbook.
5%	Interviews and hires new employees, actively develops skills of WPU team members, engages in the progressive discipline process, as necessary, and reviews and approves timesheets and leave requests. Demonstrate knowledge on laws, rules, and policies, including, but not limited to: Government Code, Public Contracting Code, State Administrative Manual, Statewide Information Management Manual, and the State Contracting Manual, which are relevant and applicable to their lines of business.
Percentage of Duties	Marginal Functions
5%	Performs other duties as assigned.

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

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)

4 Analyst I/II's

6. SIGNATURES

Civil Service Classification
Supervisor I

Position Number
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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 Group (CPG) Approval

☒ Duties meet class specification and allocation guidelines.

CPG Analyst Initials

Date Approved

☐ Exceptional allocation, STD-625 on file.

AF

8/11/2026

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:

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