

POSITION STATEMENT

1. POSITION INFORMATION	
CIVIL SERVICE CLASSIFICATION:	WORKING TITLE:
Supervising Program Technician II	<i>Supervising Program Technician II</i>
NAME OF INCUMBENT:	POSITION NUMBER:
	280-224-9925-xxx
OFFICE/SECTION/UNIT:	SUPERVISOR'S NAME:
ARU 224 - Fresno	<i>Click here to enter text.</i>
DIVISION:	SUPERVISOR'S CLASSIFICATION:
Field Operations Division	Disability Insurance Program Manager II
BRANCH:	REVISION DATE:
Disability Insurance Branch	9/8/2022
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 the general direction of a Disability Insurance Program Manager II, the Supervising Program Technician II is responsible for planning, organizing and directing the work of a small unit of mainly Program Technician (PT) II's and may include PT I's, whose duties include providing general assistance to customers who contact the Field Offices for assistance. Evaluates staff performance by providing timely feedback. Acts as a coach, mentor and/or role model in support of the Department and Branch's vision, mission, values, and goals.	
Percentage of Duties	Essential Functions
35%	Plans, organizes, directs and monitors the work activities of the office support staff to ensure the timely and efficient processing of assigned work. Performs the most complex work, including examining work processes and implementing process improvements, as necessary.

25%	Evaluates the strengths and developmental areas for staff and provides appropriate training and assistance in all pertinent aspects of SDI Online system, Electronic Adjudication Management System, and Workers' Compensation/Appeals Databases. Works to make staff self-sufficient in the performance of their job assignments. Provides feedback through probationary reports, completes annual performance appraisals and quality reviews to ensure staff are meeting expectations. Participates in Management Team, Unit and all Office Meetings.
15%	Collects relevant data and uses appropriate tools to analyze the processes and achievements within the SDI Online system and SCDB. Makes data based decisions to improve the system and processes. Establishes methods to determine and link quality and performance within the unit. Continually looks to identify opportunities for improvement. Supports office program integrity processes by promptly responding to any suspected or reported internal or external fraud by elevating issues to office management.
10%	Participates in recruitment and hiring of new support staff. Assists staff in their development through rotational assignments to maintain a versatile support staff that is prepared to meet a variety of complex technical program demands. Provides timely written and verbal feedback to staff. Completes probationary reports and individual development plans in a timely manner for each unit member. Provides staff with ongoing coaching, mentoring and cross training to support succession planning efforts to ensure the continuity of services.
10%	Provides technical assistance to staff and assists during peak periods by providing telephone and counter coverage. Most of the technical assistance calls are from the PT/PT II level staff and involve a variety of complex issues. They also handle sensitive calls involving employer agents, other government agencies and legislative staff.
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 – 12 PT I/II's	
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 Group (CPG) Approval

☒ Duties meet class specification and allocation guidelines. ☐ Exceptional allocation, STD-625 on file.	CPG Analyst Initials	Date Approved
	AF	8/17/2026

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