

POSITION STATEMENT

1. POSITION INFORMATION	
CIVIL SERVICE CLASSIFICATION:	WORKING TITLE:
Supervisor I	Training Delivery Services Unit Leader
NAME OF INCUMBENT:	POSITION NUMBER:
	280-355-4800-xxx
OFFICE/SECTION/UNIT:	SUPERVISOR'S NAME:
UI Branch Professional Advancement and Training Headquarters (PATH)/Training Delivery Services Unit	<i>Click here to enter text.</i>
DIVISION:	SUPERVISOR'S CLASSIFICATION:
Unemployment Insurance Command Center Division	Supervisor II
BRANCH:	REVISION DATE:
Unemployment Insurance	6/18/2026
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.)	
Frequent travel to the closest EDD UI Field Office or (Sacramento Central Office) for equipment exchange or as needed.	
3. DUTIES AND RESPONSIBILITIES OF POSITION	
Summary Statement: (Briefly describe the position's organizational setting and major functions)	
Under the general direction of the Supervisor II, the Supervisor I oversees and guides the Training Delivery Services Unit and Subject Matter Experts in efforts to plan, organize, and complete training activities for the Employment Development Department's (EDD) mission-critical training to develop and nurture a skilled workforce associated with the Unemployment Insurance Branch (UI) Branch and the EDDNext project. The incumbent will oversee the most complex and sensitive tasks regarding the creation and delivery of leadership and employee training related to the UI Branch and EDDNext-related initiatives, enhancements, and implementations to support operational needs and efficiencies related to workload processes, reporting, policies and procedures, and the customer experience, both internal and external, related to institutional knowledge design, development, delivery, and documentation. The incumbent will assist with leading a team of professional analysts through training development and delivery activities, including, but not limited to, the following: • Training analysis, planning, monitoring, and requirements consulting	

Civil Service Classification

Supervisor I

Position Number

280-355-4800-xxx

- Training requirements and rules analysis
- Knowledge containment and delivery
- Delivery requirements and documentation
- Business decisions and recommendations regarding significant process changes, policy changes, and issue resolution for the knowledge retention system
- Solution testing and implementation activities for a knowledge repository and or transcript maintenance
- Project management consulting: scope, schedule, risk and issue management
- Employee resource management and development
- Workload management development
- Developing communication plans for leaders and employees and factoring in the customer experience

The Supervisor I will be responsible for the timely and accurate communication of the progress and status of tasks relative to the project schedule and work plans and will oversee the documentation, development, planning, communication, implementation, and resolution of issues and impacts about the UI Branch's training development and SCORM compliance of technological tools used to create or deliver training. The Supervisor I will also interact directly with other functional teams to address and resolve cross-functional issues regarding business process improvement, customer experience, employee communication efforts, and successful adoption training and knowledge retention. The incumbent will also work directly with the external contract vendor employees to identify, test, and implement the training and knowledge management system functionality.

The incumbent is responsible for establishing and maintaining effective working relationships and working collaboratively with external contract vendors and a range of stakeholders, including senior and executive leadership, to ensure analysis is performed around developing and delivering training initiatives based on the EDD's strategic goals and business objectives, while ultimately ensuring strategic business needs of the UI Branch are achieved. Maintains a depth and breadth of knowledge of the business environment, the EDDNext project, UI program knowledge, available technologies, and processes related to the need for the knowledge management system and learning management system, resources, and services. Provides leadership-level representation of the EDDNext project, UI Branch, the EDD, and institutional knowledge growth and retention and oversees the process of gathering and analyzing data, defining specifications, and analyzing and documenting business processes or procedures related to the implementation and communication of EDDNext project and UI program-related initiatives. Performs advanced-level research, evaluation, development, and selection of knowledge and training processes by providing business input, products, and services to support the EDD's training and knowledge retention functions.

Leads the collaborative work efforts within the UI Branch Professional Advancement and Training Headquarters, briefs and advises the Employment Development Administrator and other UI Command Center leadership members, exercises initiative, independence of action, innovation, and originality, and demonstrates tact and good judgment.

Percentage of Duties	Essential Functions
30%	Provides leadership, management, and direction to the Training Delivery Services Unit through the planning and guidance of functions associated with the training delivery and development by planning and directing subordinate professional analysts and working alongside other project team members to ensure skilled workforce objectives are accomplished for the most complex training and knowledge delivery initiatives, such as the leading and supporting the development of plans and procedures in preparation for education development, training documentation, solution testing, and implementation related to training delivery, employee education and retention of institutional knowledge, enhancements to UI policies and procedures, and the customer experience related for the business integration for the EDDNext

	solution and workstreams that directly impact the UI Branch. Performs operational management and administrative functions related to the unit, including providing leadership and guidance to professional analysts within the unit, project team members, internal program stakeholders, and external stakeholders, ensuring that customers can perform their required business functions. Leads and develops the best practices for business analysts to plan, direct, organize, and project control work activities; provides oversight and coordination for a full range of project management activities, including, but not limited to, project integration management, time management, scope management, schedule management, quality management, cost management, performance management, risk management, and communications management by leading a team of subordinate analysts and other UI Center partners. Negotiates with partner participants and escalates training-related concerns to ensure outcomes align with knowledge objectives. Oversees the Training Delivery Services Unit to ensure adherence to the training modernization, enhancements, documentation, and partner project schedules.
30%	Initiates and conducts research and analyses, develops reports and recommendations, and assists in the design, development, system architecture, documentation, and testing of EDDNext-related enhancements related to educating a skilled workforce for the UI Branch to ensure optimization of business process flows for the UI Branch in the areas of training delivery, training leadership, employee resource management, customer experience, employee communication plans, and training policy changes. Provides timely and accurate communication of the progress and status of tasks relative to schedules and work plans, as well as training management methodologies, change management strategies, and methodologies. Oversees the documentation, communication, and resolution of issues and impacts related to training delivery and development efforts, as well as just-in-time implementations for the UI Branch. Interacts directly with various leadership levels, project team members, internal and external stakeholders, and vendors to provide oversight, organizational readiness, quality assurance management, technological consultation, and customer experience support (both internal and external) for the UI Branch. Works as a liaison among team members, internal and external stakeholders, and vendors to develop and analyze operational and technological information and data to strategically address, improve, and implement training enhancements to ensure service level agreements, key performance indicators, and optimal customer service is provided to UI customers. Provides consultation and direction to a team of professional analysts for developing, quality assurance, and validation of new training and knowledge access enhancements and technological initiatives. This involves identifying, analyzing, and implementing training enhancements and improvements in partnership with various branches and vendors. Recommends and develops daily, weekly, monthly, and ad-hoc reports and tools to determine operational efficiencies.
20%	Utilizes prescribed best practices and accepted methodologies to document deliverables (i.e., change control, version control, status tracking, traceability, etc.). Develops and maintains an understanding of the UI Branch's customer service delivery policies and procedures performed through technical environments, available technologies, and industry standards related to understanding and applying training management methods to define, plan, train, impart knowledge, and measure successes by collaborating with UI Branch leadership, UI Center leadership, and the EDDNext Project team members. As appropriate, develop procedures, policies, workflows, benchmarks, and new approaches. Plans and directs the hiring of employees within the unit, ensuring that employees receive appropriate training. Utilizes new or established project management skills to ensure all employees perform optimally and carry out the unit's mission. Provides effective business and technical direction to subordinate team members to ensure deliverables reflect completed staff work and the development of work products following new/innovative methodologies and procedures in communication, engagement, and interactions with internal and external customers.

15%	Develops subordinate employees and carries out the EDD and UI Branch succession plan strategies through effective meetings (e.g., one-on-one meetings, etc.) to monitor and assist with their performance. Completes and ensures timely feedback to all employees for probationary reports, individual development plans, leadership development plans, and other personnel-related products promptly, according to the EDD Personnel Management Handbook. Plans the unit's workload and maintains employee estimates for tasks, deliverables, and other training delivery business activities. Prepares and provides daily and weekly status updates and reports for subordinate employees, UI Branch leadership, UI Center partners, and other ancillary stakeholders (as applicable). Manages administrative activities for unit staffing and budgeting.
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: Frequently - activity occurs 33% to 66%
Walking: Occasionally - activity occurs < 33%	Temperature: Temperature Controlled Office Environment
Lighting: Artificial Lighting	Pushing/Pulling: Not Applicable - activity does not exist
Lifting: Not Applicable - activity does not exist	Bending/Stooping: Not Applicable - activity does not exist
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: 6 Analyst I/II's	
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	
Personnel Management Group (PMG) Approval	

Civil Service Classification

Supervisor I

Position Number

280-355-4800-xxx

☐ Duties meet class specification and allocation guidelines.	PMG Analyst Initials	Date Approved
☐ Exceptional allocation, STD-625 on file.	NW	6/23/2026
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 two 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