

POSITION STATEMENT

1. POSITION INFORMATION	
CIVIL SERVICE CLASSIFICATION:	WORKING TITLE:
Supervisor II	Reporting and Forecasting Group Manager
NAME OF INCUMBENT:	POSITION NUMBER:
	280-227-4801-001
OFFICE/SECTION/UNIT:	SUPERVISOR'S NAME:
Reporting and Forecasting Group	Angel Urbina
DIVISION:	SUPERVISOR'S CLASSIFICATION:
Command Center, ARU 227	Manager II
BRANCH:	REVISION DATE:
Disability Insurance	1/23/2026
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)	
Under the general direction of the Disability Insurance (DI) Branch Section Manager of Workforce Management, the Reporting and Forecasting Group Manager provides direct supervision, coaching mentoring and oversight for the Research and Reporting Operations Unit (RROU) and Research and Workload Forecasting Unit (RWFU). The RROU is responsible for providing data analysis, data research requests and reporting by consolidating data from various sources to support the DI Branch strategic goals and objectives. The RWFU is responsible for reporting on tasks outstanding for the integrated contact centers, claims management offices and all website reporting. The Group Manager must have a wide range of management and leadership experience as well as strong communication skills and will be responsible for data analysis and reporting activities for the DI Branch. The Group Manager will work closely with the other Group Managers to provide the necessary planning and resources to ensure that DI Branch project goals and objectives are achieved. The Group Manager acts in a leadership role, and is expected to represent the Branch when presenting at meetings with other Department entities, representatives of the Director's Office, and program partners and stakeholders.	

The Reporting and Forecasting Group Manager is an active and integral member of the senior management team.

Percentage of Duties	Essential Functions
35%	Provides leadership, oversight, management, and direction to the Reporting and Forecasting teams to ensure managers and staff are engaged in data analysis, and reporting activities for the DI Branch. The incumbent is responsible for oversight of a full range of management activities including but not limited to: analyzing data and trends, identifying and preparing informational progress updates and reports, time, scope, resource, performance, and risk management. Collaborates and negotiates with internal and external stakeholders, vendors, and senior and executive management and the DI Command Center team members to ensure strategic and organizational outcomes are in accordance with DI Branch's objectives. Directly supervises first level managers. Prioritizes work and creates appropriate assignments based on staff classification and skill set. Provides direct supervision, coaching, mentoring and oversight for the Research and Reporting Operations Unit and Research Workload Forecasting Unit. Ensures products and decisions are based on input and data from stakeholders and managers. Controls work activities and provides oversight and coordination for a full range of management activities including, but not limited to oversees and participates in defining project and technology integration management related activities, deliverables, and roles and responsibilities. Monitors and ensures the implementation of project plans, schedules, and business deliverables are tailored to operational, quality, and project-related needs. Monitors progress, identifies and tracks risks and issues related to the team's deliverables, and facilitates cross-division and/or cross-branch discussions. Ensures coordination and communication amongst the various groups within the DI Command Center Division.
25%	Leads, facilitates, coordinates, and evaluates group activities. Ensures quality work processes are in place including assessments of those processes and improvements, when necessary. Makes effective use of staff resources. Provides staff with the training, equipment, materials, and information to successfully complete assignments. Ensures assignments are completed timely and meet the needs of internal and external customers.
15%	Actively participates in DI management activities and decision-making processes. Encourages staff involvement to facilitate a team-oriented environment. Develops and coaches staff and ensures appropriate resources are provided to make sure staff are successful in their role. Facilitates a quality work environment which encourages the participation of staff in the planning and improvement of work processes. Completes personnel and staff development evaluation reports and ensures each staff member has a training plan with agreed upon goals and objectives. Ensures timely and appropriate personnel actions are taken and conform to state administrative procedures and standards.
10%	Provides updates to the Group Managers, Command Center Division (CCD), and the CCD management team about major assignments, and important issues. Briefs upper management

	on highly sensitive issues or future meetings immediately. Represents the Branch when facilitating presentations and meeting with other department entities, representatives of the Director's Office, and program partners and stakeholders.
5%	Performs administrative duties including interviewing and hiring of new employees and reviewing reports.
5%	Creates presentations and represents the division in meetings with other Employment Development Department entities, DI management, and other program partners and stakeholders.
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)

Directly – 2 Supervisor Is, 1 RDS II; Indirectly – 3 RDS Is; 2 RDA IIs; 6 Analyst I/IIs

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:

Civil Service Classification
Supervisor II

Position Number
280-227-4801-001

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	9/1/2026

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