

POSITION STATEMENT

1. POSITION INFORMATION	
CIVIL SERVICE CLASSIFICATION:	WORKING TITLE:
Supervisor I	Central Office Operations Unit Manager
NAME OF INCUMBENT:	POSITION NUMBER:
	280-309-4800-976
OFFICE/SECTION/UNIT:	SUPERVISOR'S NAME:
Central Office Operations Unit	Asish Nand
DIVISION:	SUPERVISOR'S CLASSIFICATION:
Central Office, ARU 309	C.E.A.
BRANCH:	REVISION DATE:
Disability Insurance	<i>Click here to enter a date.</i>
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.) Minimal travel, 0-5 times per year for training.	
3. DUTIES AND RESPONSIBILITIES OF POSITION	
Summary Statement: (Briefly describe the position's organizational setting and major functions)	
Under the general direction of the Central Office Division Chief, the incumbent manages and provides leadership to the Central Office Operations Unit. Responsibilities include supervising and motivating staff, directing and overseeing work assignments, and ensuring efficient operations. The Central Office Operations Unit provides critical administrative and operational support to the Central Office Division, handling tasks that are often sensitive and confidential in nature. Key duties include coordinating various functions and performing a wide range of administrative, analytical, and technical activities to support the division's objectives. This position requires access to confidential information related to the operational and business needs of the Central Office Division. The incumbent ensures that all support functions align with Employment Development Department (EDD) and Disability Insurance (DI) Branch goals and objectives. Additional responsibilities include participating in staff hiring, completing probation reports and development plans, and coaching team members to develop the skills necessary for success and career growth.	

Percentage of Duties	Essential Functions
25%	Directly supervise unit staff. Prioritize and delegate assignments that are appropriate to staff classification and skills. Motivate, coach, and prepare staff for skill development, successful completion of assignments, and attainment of career goals. Provide leadership in creating a quality environment, which includes the participation of staff in the planning and improvement of work processes and tools.
20%	Complete personnel and staff development evaluation reports and ensure each staff member has a training plan with goals and objectives. Ensure that appropriate, timely personnel action is taken, when necessary, and conforms to state administrative procedures and standards. Ensure products and decisions are based on input and data from all the appropriate stakeholders and are consistent with Employment Development Department (EDD) and Disability Insurance (DI) Branch goals and objectives.
15%	Collaborates with the Command Center Division (CCD), Field Office (FO) staff and managers, EDAs, and Division Chiefs to ensure operational support needs are met and division objectives are achieved. Provides oversight for planning, organizing, and managing special projects related to operational and administrative business functions. Reviews reports, monitors progress, and partners with leadership to ensure timely and accurate execution of deliverables. Directs workflow analysis, project scheduling, and deadline management to maintain efficiency and compliance. Oversees the preparation and review of confidential reports, memorandums, letters, hiring documents, briefing materials, and executive-level communications. Approves communications prepared on behalf of Central Office managers for senior leaders, executive staff, vendors, and other stakeholders. Reviews and authorizes revisions to confidential and sensitive departmental administrative policies and program issues to ensure operational efficiency and alignment with EDD and DI Branch standards.
15%	Oversees policy development and complex administrative actions related to Central Office functions supporting Disability Insurance (DI) and Paid Family Leave (PFL) programs, involving administrative functions including but not limited to DI Branch facilities, information technology, human resources, business operations, audits, and contracts. Ensures all operational support and administrative activities are completed accurately, timely, and in compliance with EDD and DI Branch policies and standards, relieving the Division Chief and Central Office management of detailed administrative responsibilities. Partners with other managers within the Central Office Division and across the Disability Insurance Branch to ensure these tasks are executed effectively. Provides leadership and direction to staff conducting research and analysis on issues related to DI, PFL, Call Center operations, and Central Office activities. Monitors and ensures that consultation and technical assistance provided to Branch management and staff on complex and sensitive departmental or program issues are delivered effectively, supporting informed decision-making and operational efficiency.

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10%	Provide regular updates to the Senior and Executive Leadership Teams, as well as all levels of management on projects, major assignments, and important issues. Brief stakeholders on any highly sensitive issue or situation immediately. Attend DI Branch and Departmental meetings prepared to participate and share information. Briefs relevant points of contact on critical issues ahead of meetings.
5%	Perform administrative duties, including budget planning and tracking, interviewing and hiring of new employees.
5%	Make and lead presentations and represent the Division in meetings with other EDD entities, representatives of the Director's Office, DI management, and staff of other state departments, 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: Telework

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- 4 Analyst Is/ Analyst 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: Asish Nand

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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

9/3/2026

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