

POSITION STATEMENT

1. POSITION INFORMATION	
CIVIL SERVICE CLASSIFICATION:	WORKING TITLE:
Program Technician	Program Technician
NAME OF INCUMBENT:	POSITION NUMBER:
	280-732-9927-xxx
OFFICE/SECTION/UNIT:	SUPERVISOR'S NAME:
Benefit Overpayment Collection Section/Collection Group	
DIVISION:	SUPERVISOR'S CLASSIFICATION:
Collection	Tax Administrator I, EDD
BRANCH:	REVISION DATE:
Tax	5/6/2026
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.)	
Occasional travel is required for training or meetings. Call Center environment.	
3. DUTIES AND RESPONSIBILITIES OF POSITION	
Summary Statement: (Briefly describe the position's organizational setting and major functions)	
Under the close supervision of the Tax Administrator I, the Program Technician (PT) acts as a Tax Agent, who is responsible for answering the initial customer service contact via the Automated Call Distribution System in regards to the unemployment and disability overpayments. The PT supports the enforcement of civil judgments and other involuntary civil actions, including observance of applicable laws, policies, and procedures. The incumbent should possess basic knowledge in the use of a personal computer including Microsoft applications (i.e. Word, Access, Excel).	

Percentage of Duties	Essential Functions
30%	Services incoming calls in the call center. Uses available automated systems to profile the accounts to negotiate payment arrangements and provide general information to the claimants.
25%	Updates and records information pertinent to the case on the automated systems. Recommend cases for civil action criteria. Refers the more difficult and complex calls to the appropriate staff. Process return mail items in between calls in the call center.
25%	Updates summary judgment and abstract documents returned from the courts and county recorder office onto the automated system database, the Automated Benefit Accounting System and Single Client Database. Skip trace for better addresses on documents received as return mail and contacts the courts for document retrieval.
15%	Process satisfaction requests by determining status of case, retrieving information from archives and preparing documents to be sent to the county recorder office. Process satisfactions returned from the courts by updating the automated system with pertinent information. Generates documents to file summary judgments and process documents for ordering wage garnishments using the automated system, process server fee checks, and assemble documents for mailing to levying officers. Sorts mail, responds to correspondence from claimants, process Centralized Overpayment Establishment Group's referrals.
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: 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: Hybrid: Telework/Office	
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)	
N/A	
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:

Civil Service Classification
Program Technician

Position Number
280-732-9927-xxx

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.	JMB	9/23/2026

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

POSITION STATEMENT

1. POSITION INFORMATION	
CIVIL SERVICE CLASSIFICATION:	WORKING TITLE:
Program Technician II	Program Technician II
NAME OF INCUMBENT:	POSITION NUMBER:
	280-732-9928-xxx
OFFICE/SECTION/UNIT:	SUPERVISOR'S NAME:
Benefit Overpayment Collection Section/Collection Group	
DIVISION:	SUPERVISOR'S CLASSIFICATION:
Collection Division	Tax Administrator I, EDD
BRANCH:	REVISION DATE:
Tax	5/6/2026
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.)	
Occasional travel may be required to attend meetings or training. Call Center environment.	
3. DUTIES AND RESPONSIBILITIES OF POSITION	
Summary Statement: (Briefly describe the position's organizational setting and major functions)	
Under the general supervision of the Tax Administrator I, the Program Technician II (PT II) acts as a Tax Agent who is responsible for the more difficult and technical telephone contact via the Automated Call Distribution System in regards to the unemployment and disability overpayments. The PT II processes a higher percentage of the detailed and technical forms, supports the enforcement of civil judgments and other involuntary civil actions, including observance of applicable laws, policies, and procedures, which require detailed knowledge of the program. The incumbent should possess basic knowledge in the use of a personal computer including Microsoft Software applications (i.e. Word, Access, Excel).	

Percentage of Duties	Essential Functions
30%	Responds to the more difficult and technical incoming claimant calls using the available automated systems to profile the accounts to negotiate payment arrangements and provide general information to the claimants. Initiates outbound calls to claimants in a batch process to establish payment arrangements and recommend cases for civil action criteria.
25%	Updates and records information pertinent to the case in the automated systems. Refers the more difficult and complex calls to the appropriate staff. Process return mail items while working in the call center.
25%	Generates documents to file summary judgments and process documents for ordering wage garnishments using the automated systems; process server fee checks and assemble documents for mailing to levying officers. Updates summary judgement and abstract documents returned from the courts and county recorder office onto the automated system database, the Automated Benefit Accounting System and Single Client Database. Skip trace for better addresses on documents received as return mail and contacts the courts for document retrieval.
15%	Process satisfaction requests by determining status of case, retrieving archived information and preparing documents to be sent to the county recorder office. Process satisfactions returned from the courts by updating the automated system with pertinent information. Process and sort mail, respond to complex correspondence from claimants, process Centralized Overpayment Establishment Group's referrals.
Percentage of Duties	Marginal Functions
5%	Performs other duties as assigned.
4. WORK ENVIRONMENT <i>(Choose all that apply)</i>	
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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)	
N/A	
6. SIGNATURES	
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Civil Service Classification
Program Technician II

Position Number
280-732-9928-xxx

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		
Classification and Pay Group (CPG) Approval		
☒ Duties meet class specification and allocation guidelines.	CPG Analyst Initials	Date Approved
☐ Exceptional allocation, STD-625 on file.	JMB	9/23/2026
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:		

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