Employment Development Department
State of California

☒ Current
☒ Proposed

POSITION STATEMENT

1. POSITION INFORMATION	
CIVIL SERVICE CLASSIFICATION:	WORKING TITLE:
Employment Program Representative	*Migrant and Seasonal Farmworker Outreach*
NAME OF INCUMBENT:	POSITION NUMBER:
	280-059-9194-021
OFFICE/SECTION/UNIT:	SUPERVISOR'S NAME:
Sacramento/ ARU 059	Ada Navarro
DIVISION:	SUPERVISOR'S CLASSIFICATION:
Northern Workforce Services Division	Employment Program Manager I
BRANCH:	REVISION DATE:
Workforce Services Branch	3/16/2022

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 *(specify below in Description)*
☐ Other *(specify below in Description)*

Description of Position Requirements:
(e.g., qualified Veteran, Class C driver's license, bilingual, frequent travel, graveyard/swing shift, etc.)

Must be willing and able to travel frequently and work outdoors.
Must be fluent in Spanish.

3. DUTIES AND RESPONSIBILITIES OF POSITION

Summary Statement:
(Briefly describe the position's organizational setting and major functions)

Under the supervision of an Employment Program Manager I, the Employment Program Representative assists customers through the delivery method of self-service, facilitates self-services and staff assisted services, increases the range of services to customers, and promotes Employment Development Department (EDD) and Employment Service (ES) programs and/or services**.** The Migrant and Seasonal Farmworker (MSFW) Outreach Program is dedicated to assisting MSFWs and their families. MSFW Outreach Workers (OW) locate, contact, and inform of the full range of services that are available through the EDD and through other community services. The OW conducts outreach to the MSFW Community in their living, working and/or gathering areas by distributing outreach packets to MSFWs and building relationships between EDD, agricultural employers, and other external stakeholders serving MSFWs. The OW also collaborates with Community Based Organizations (CBO) that assist MSFWs and their families attain greater economic stability. The collaboration occurs through community events, job fairs, health fairs, and/or service referrals, in which MSFWs are given resources for career and training services and housing assistance.

Travel is required.

Percentage of Duties	Essential Functions
	MSFW Outreach Worker
45%	Visits and observes the working and living conditions of MSFWs for compliance with State labor laws and health and safety standards; develops and improves ES relations with public and private CBOs, MSFW groups and employers through in-person office visits, phone calls, emails, and scheduled meetings; maintains complete records of outreach in the daily activity log of MSFWs contacted and services provided and submits required monthly reports; records the services provided to MSFWs in CalJOBSSM, California's online job search system; presents information and offers assistance regarding employment and supportive services available from the local office or America's Job Center of CaliforniaSM (AJCC), including agricultural and non-agricultural employment; assists with needs for training and job development and employment currently available; maintains knowledge about the ES Complaint System, other CBOs serving MSFWs, and with farmworker labor rights related to terms and conditions of employment to provide information and assistance to MSFWs as requested.
25%	Visits agricultural employers on behalf of MSFWs to ensure compliance with State labor laws and health and safety standards; encourages MSFWs to visit local offices or AJCCs to utilize available employment services; instructs MSFWs in the use of CalJOBS to guide them in utilizing the system; provides hands-on assistance in preparation of forms, referrals to employment, and information on future employment opportunities; assists in the preparation and completion of ES and non-ES related complaints, involving wages, labor law violations, and health and safety; refers complaints to the Complaints Representative and/or the manager.
10%	Directs clients at the AJCC in a professional and courteous manner to appropriate lobby or resource computer terminals and provides assistance as needed so that clients may complete their CalJOBS enrollment, enter their resume, and search for open job listings on a self-service basis; directs customers at the AJCC and other partner locations that have Internet access to other service areas, which may include Unemployment Insurance (UI), Disability Insurance (DI), Employment Tax Services and other EDD services and workforce preparation resources; provides customers with the appropriate information to assist in obtaining the service requested; monitors and mentors customers regarding EDD resources.
10%	**Workshop Leader** Prepares and develops engaging formal presentations regarding EDD program information, and the benefits to EDD partners including job seekers and public or private sector employers. Presents materials effectively using PowerPoint and other media programs to assist in presentations. Develops approved curriculum, prepares materials and facilitates appropriate workshops. Customizes workshop materials to the needs of the specific targeted groups when necessary; Provides support for attendees in a group setting in a sensitive and professional manner by preparing and presenting structured topics and customizing workshop materials to meet the needs of the specific targeted groups when necessary. Reviews or gathers documentation such as attendance sign-in sheets, CalJOBS Registrations, or internal referral forms; meets established standards for quality and quantity of services

5%	outlined for customers under the Migrant Seasonal Farm Worker Outreach Program Manual and federal Service Level Indicators. Documents activities into CalJOBS as appropriate. Markets CalJOBS, particularly the self-access features and the open accessibility, using appropriate marketing materials and media. Marketing materials may include presentations, flyers, and/or department-approved marketing scripts. Prepares ES packets with information on UI, DI, and Paid Family Leave benefits, MSFW Outreach Program, and services available through the AJCC and gathers other materials prior to going into the field to contact MSFWs.
Percentage of Duties	**Marginal Functions**
5%	Performs other Duties as assigned

4. WORK ENVIRONMENT *(Choose all that apply)*

Standing: Frequently - activity occurs 33% to 66%	Sitting: Frequently - activity occurs 33% to 66%
Walking: Frequently - activity occurs 33% to 66%	Temperature: Outside/Environmental Elements
Lighting: Natural Lighting	Pushing/Pulling: Occasionally - activity occurs < 33%
Lifting: Occasionally - activity occurs < 33%	Bending/Stooping: Occasionally - activity occurs < 33%

Other: Conducts workshops and presentations

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)

None

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

Civil Service Classification	**Position Number**
Employment Program Representative	280-059-9194-021

Classification and Pay Unit (CPU) Approval		
☒ Duties meet class specification and allocation guidelines. ☐ Exceptional allocation, STD-625 on file.	CPU Analyst Initials	Date Approved
	MEM	10/15/2026

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