Employment Development Department
State of California

☐ Current
☒ Proposed

POSITION STATEMENT

1. POSITION INFORMATION

CIVIL SERVICE CLASSIFICATION:	WORKING TITLE:
Employment Development Specialist I	Employment Development Specialist I
NAME OF INCUMBENT:	**POSITION NUMBER:**
Click here to enter text.	280-049-9204-003
SECTION/UNIT:	**SUPERVISOR'S NAME:**
ARU 049– UIC 049	
DIVISION:	**SUPERVISOR'S CLASSIFICATION:**
Southern Operations Division	EDA or Alternate Manager
BRANCH:	**REVISION DATE:**
Unemployment Insurance	6/24/2025

Duties Based on: ☒ Full Time ☐ Part Time – Fraction _____ ☐ 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.)*:

Occasional travel for training or meeting may be required. Telework may be required.

3. DUTIES AND RESPONSIBILITIES OF POSITION

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

Under the close supervision of the EDA or a Section Manager and in partnership with the management team, the employee is responsible for a variety of analytical, administrative, and technical functions critical to daily operations in the Unemployment Insurance (UI) environment.

The Employment Development Specialist (EDS) in the UI Center acts as a program consultant, researching and analyzing program statistical data, including analyzing data produced by office reviews, documenting actions based on findings, and measuring results from quality reviews and Field Office Basic Evaluation System (FOBES). Assists management in tracking and monitoring the budgets, benefits, and Operating Expenses and Equipment (OE&E), develops and implements UI Center goals and improvement plans, and designing tools and processes for tracking, documenting, and measuring progress toward program goals.

Analyzes and interprets responses to surveys, reviews, and studies, as they impact the UI Center environment. Researches, prepares, and implements field office health and safety plans. Coordinates the preparation and distribution of reports prepared by the UI Center. Monitors office procurement processes, and assists in the development and maintenance of office premises plans, prepares technical reports related to Department equipment and property. Coordinates the development and implementation of special projects. Provides support to other staff, ensuring new procedures are understood and implemented correctly. May act as Single Point of Contact (SPOC) to other programs and Departments. Coordinates the determination schedules for UI interviewers.

Percentage of Duties	Essential Functions
35%	• Researches and gathers information on center/site program operations. Reviews and analyzes data and creates reports on a variety of Operations Branch program activities, quality control reviews, statistics, and customer satisfaction results to determine progress being made. • Assists management in designing tools and processes for documenting, tracking, and measuring progress toward program goals. • Prepares flow charts, graphs, and spreadsheets to show current operations trends, and analyzes information to identify opportunities for process improvements. Summarizes data reports and briefs management team on findings. Prepares recommendations for improvements on program operations, as identified through analyses of findings.
35%	• Prepares or monitors earnings and usage report on a monthly basis potentially. Analyzes usage to determine if patterns and trends exist and makes recommendations to improve operating efficiencies. Monitors budget, analyzes usage, projects future expenditures and workload to help management determine the number of hours available for Permanent Intermittent (PI) staff usage. • Reviews and analyzes OE&E budget for fund availability and makes purchase recommendations. Tracks or monitors OE&E expenditures. Compares expenditures to the cost accounting reports and resolves differences. • Works with office management team to evaluate current and future needs to procure equipment; acts as onsite SPOC for equipment maintenance potentially. • Analyzes use of state vehicles to ensure regular maintenance is performed to meet department requirements. • Acts as liaison to maintain the Division's telephone and data lines, central office communications systems, and other automated systems. Prepares equipment reports.
25%	• Prepares and monitors the implementation of the Injury and Illness Prevention Plans, the Emergency Response, and Operational Recovery Plans. • Maintains a listing of employees certified in first aid and/or CPR procedures. • Researches and prepares reports on health and safety issues potentially; ccoordinates training, as needed. • Assists new employees: desk set-up, best practices, office policies, computer and email navigation skills and techniques. • Acts as SPOC with Business Operations Planning and Support Division's field representative to maintain the premises.

Percentage of Duties	Marginal Functions
5%	Performs other duties as assigned.

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

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: Occasionally - activity occurs < 33%
Lifting: Occasionally - activity occurs < 33%	Bending/Stooping: Occasionally - activity occurs < 33%
Other: *Click here to enter text.*	

Type of environment:

☐ High Rise ☒ Cubicle ☐ Warehouse ☐ Outdoors ☐ Other:

Civil Service Classification	Position Number
Employment Development Specialist I	280-049-9204-003

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: Working in a large call center environment. Required to assist staff and managers in person.

5. SUPERVISION

Supervision Exercised*:* N/A

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

Personnel Management Group (PMG) Approval

☐ Duties meet class specification and allocation guidelines.	PMG Analyst initials	Date approved
☐ Exceptional allocation, 625 on file.	NW	10/20/2026

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:

Click here to enter text.

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