Employment Development Department
State of California

☒ Current
☐ Proposed

POSITION STATEMENT

1. POSITION INFORMATION	
CIVIL SERVICE CLASSIFICATION:	WORKING TITLE:
Disability Insurance Program Manager I	Disability Insurance Program Manager I
NAME OF INCUMBENT:	POSITION NUMBER:
Click here to enter text.	280-225-9211-019
OFFICE/SECTION/UNIT:	SUPERVISOR'S NAME:
ARU 225 - Fresno	*Click here to enter text.*
DIVISION:	SUPERVISOR'S CLASSIFICATION:
Field Operations Division	Disability Insurance Program Manager II
BRANCH:	REVISION DATE:
Disability Insurance Branch	4/15/2019

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.)

3. DUTIES AND RESPONSIBILITIES OF POSITION

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

Under general direction, provides leadership for one or more field office units. Ensures services are delivered in compliance with laws, policies, and procedures governing the Disability Insurance Program. Emphasizes program integrity and proper duration control. Develops and maintains staff to ensure proper processing of workload while operating within budgetary limitations. Supports continuous capacity building for all unit staff. Encourages open, two-way, communication. Assists in the maintenance of a marketing program, which includes educating and partnering with program customers. Has knowledge of the office budget processes. Complies with all system security, internal control, and employee safety requirements. May serve as section manager in the manager's absence. Acts a coach and role model to members of the management team and to all staff. Supports the Branch and Department vision, mission, values, and goals.

Percentage of Duties	Essential Functions
25%	Ensures unit staff is processing claims timely, accurately, and in compliance with laws, policies, and procedures governing the Disability Insurance Program. Accurately interprets and communicates policy and procedure to staff, ensuring consistent application throughout the office. Emphasizes program integrity, duration control, and use of manuals and reference materials. Organizes and maintains units in accordance with current system design procedures. Evaluates the effectiveness of assigned units through the use of the current quality assurance systems, employee and customer surveys, Department reviews and other sources, as appropriate. Also participates in evaluations at the office level.
25%	Develops and maintains a versatile, well-trained staff that processes its workload timely and efficiently through all stages of the claim process by making sure to review the staff's workloads and redirecting work, as necessary. Coaches and develops staff, as needed, to ensure continuance of timely, efficient claim processing. Builds capacity for all unit staff through continuous training and developmental assignment opportunities. Ensures timely feedback to all unit staff through probationary reports, individual development plans, leadership development plans, current quality assurance systems, and open, two-way communication, including regular unit and unit supervisor meetings.
15%	Makes decisions regarding unit needs, training, and special projects using analysis and data-gathering tools. Develops skills in the use of personal computers to support and enhance analysis processes.
10%	Participates in management team, unit, and all office meetings. May participate in Field Operations Division and Branch meetings and other activities outside the field office. May act as the section manager in the manager's absence.
5%	Assists in the development and maintenance of a marketing program that supports the marketing goals of the Branch and includes customer education, as well as partnership opportunities.
5%	Monitors unit staffing to ensure unit stays within personal services budget limits. Analyzes earnings and projects future workload to determine appropriate staff usage. Considers availability of Operating Expenses and Equipment (OE&E) budget when requesting equipment, supplies, travel, or training for staff.
5%	Contributes toward the maintenance of maximum security and integrity of premises, equipment records, documents, and the automated system. Provides for health, safety, and welfare of unit staff in order to maintain high levels of efficiency and morale. May participate in the preparation or updating of the Continuity Plan for Business, Crime Prevention Plan, or the Injury and Illness Prevention Plan.
5%	Utilizes methods and techniques to recognize and reward positive, valued, employee contributions and reinforce those behaviors, as part of enhancing overall employee performance.
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%

Civil Service Classification	**Position Number**
Disability Insurance Program Manager I	280-225-9211-019

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**:**

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 – 10 DIPRs

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

Classification and Pay Group (CPG) Approval

☒ Duties meet class specification and allocation guidelines. ☐ Exceptional allocation, STD-625 on file.	CPG Analyst Initials	Date Approved
	AF	10/27/2026

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