Employment Development Department
State of California

☐ Current
☒ Proposed

POSITION STATEMENT

1. POSITION INFORMATION

CIVIL SERVICE CLASSIFICATION:	WORKING TITLE:
Employment Program Manager I	Unit Manager
NAME OF INCUMBENT:	**POSITION NUMBER:**
Click here to enter text.	280-025-9189-004
SECTION/UNIT:	**SUPERVISOR'S NAME:**
UI Center Rancho Cordova ARU 025	*Click here to enter text.*
DIVISION:	**SUPERVISOR'S CLASSIFICATION:**
Northern Operations Division	EPM II or EPM III
BRANCH:	**REVISION DATE:**
Unemployment Insurance	1/8/2026

Duties Based on: ☒ Full Time ☐ Part Time – Fraction _____ ☐ Temporary – 12 Month Limited Term

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 may be required for meetings and training.

Under the general direction of the Unemployment Insurance (UI) Center Section Manager or Alternate Manager, supervises a unit of staff performing the duties of Employment Program Representatives involved in determining claimant eligibility for UI benefits by conducting fact-finding interviews, responding to inquiries, and performing claim processing activities in accordance with laws, regulations, policies and precedent decisions. Will provide prompt, accurate and courteous customer services to internal and external customers; may conduct training or assist as a mentor.

Monitors all staff functions by using the VCC, WFM and RAM systems. Involves staff in the continuous process improvement of the various functions by using the methodology of Total Quality Management (TQM). Prepares and submits related reports in a timely manner.

Leads and involves staff in the implementation of the Employment Development Department's (EDD) policies and procedures, new programs and program changes; has responsibility for office administration including budget, personnel, payroll, staffing, space planning and organization.

Applies equal employment opportunity policies in all aspects of promotion, training, and assignment of duties.

Travel and/or overtime may be required.

3. DUTIES AND RESPONSIBILITIES OF POSITION

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

Percentage of Duties	Essential Functions
35%	Supervises and coordinates the activities of staff involved in claim filing, determinations, appeals, adjustments and/or provision of information on UI and Workforce Service (WS) programs. Operates unit according to all appropriate Department regulations, memoranda, and directives, and all field office procedures. Trains and ensures that staff understand and comply with all policies and procedures.
25%	Provides on-the-job training to staff and performs work review of journey level staff and trainees. Evaluates performance, and monitors production levels of staff assigned to the unit by reviewing daily work output informally, maintaining daily and monthly productivity records for individuals, and the unit as a whole, and conducting regular formal evaluations. Completes evaluations utilizing the Field Office Basic Evaluation System (FOBES), reviews staff work and provides a narrative summary in a timely manner. Tracks the production of unit staff using CCPulse reports. Analyzes workload to determine necessary staffing levels so that all work is assigned to the unit according to Department timelines. In establishing determination schedules using the Unemployment Insurance Scheduling System (UISS), uses data from UI reports and workload counts to set up the proper number and types of schedules based on workload and staff availability.
15%	Provides for maximum communication between unit members and supervision/ management. Conducts regular unit meetings and engages in frequent informal contacts with staff at which time information is shared, questions answered, and staff are given the opportunity to interrelate. Disseminates information to staff via e-mail, photocopies of memos, notes received from management team meetings, section meetings, or other workgroup meetings to which the supervisor is a party. Ensures sufficient time is allowed to discuss staffs' recommendations for process improvements. Uses tools of quality management, such as flow charting, cause and effect diagrams, and data collection matrices to lead staff in process improvement efforts; may facilitate team efforts in problem analysis and solutions. Attends and participates in section and management team meetings. Keeps senior management and peer managers informed of personnel and procedural problems.
10%	Performs record keeping, reporting, and other miscellaneous supervisory duties, including recommending approval or denial of leave requests, maintaining adequate records of workload statistics to be able to prepare required reports and evaluations, and reading and disseminating information on EDD policies and procedures. Ensures that all staff sign in and out accurately, and that absences for all staff are recorded on applicable time reporting documents. All time reporting documents must be submitted accurately and promptly as required. Acts as liaison between the UI Centers, Authorization Centers, Division, other State agencies, and external partners. Ensures internal and external customers are adequately served, issues are identified and resolved at the lowest level possible to the mutual benefit of all participants.
10%	Participates as an active and cooperative member of any local user group and works with other UI Centers to ensure procedures are consistent enterprise-wide.

	May attend meetings of these user groups, share opportunities for improvement, listen to and address the needs of partner offices, and work to build consensus on recommended procedural changes
	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: 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**:**

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

Supervision Exercised*:* 10 – 15 Employment Program Representatives (EPR)

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	11/4/2026

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:

Civil Service Classification	Position Number
Employment Program Manager I	280-025-9189-004

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