Employment Development Department
State of California

☒ Current
☐ Proposed

POSITION STATEMENT

1. POSITION INFORMATION

CIVIL SERVICE CLASSIFICATION:	WORKING TITLE:
Supervisor I	Change Management Unit Manager
NAME OF INCUMBENT:	POSITION NUMBER:
	280-379-4800-035
OFFICE/SECTION/UNIT:	SUPERVISOR'S NAME:
UIB Modernization Support Section/ Change Management Unit	VACANT
DIVISION:	SUPERVISOR'S CLASSIFICATION:
UI Support	Supervisor II
BRANCH:	REVISION DATE:
Unemployment Insurance	3/28/2024

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.)

Occasional travel may be required to attend meetings.

3. DUTIES AND RESPONSIBILITIES OF POSITION

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

Under the general direction of the Supervisor (SUP) II, the Change Management SUP I directly supervises the Change Management Unit. This role involves direct supervision of organizational change management (OCM) activities for Unemployment Insurance (UI) Branch projects and workstreams.

Leveraging change management methodologies and best practices, the incumbent oversees UI Branch project and workstream communications to other EDD branches, stakeholders, external partners, and vendor teams. The SUP I strategically addresses, enhances, and implements new initiatives for the UI program using a range of technologies, including Adobe Suite, Canva, and Visio.

The SUP I oversees the creation, implementation, and evaluation of surveys, reports, data analytics, and stakeholder meeting agendas. Maintains a positive workplace, supporting UI program functions through UIB updates, training coordination, and social media content. Collaborates with vendor OCM teams for project success and participates in workgroups for global awareness.

Civil Service Classification
Supervisor I

Position Number
280-379-4800-035

The SUP I effectively communicates to maintain cooperative relationships within the UI Branch project teams and briefs the division management team and stakeholders with initiative, independence, tact, and good judgment.

Percentage of Duties	Essential Functions
25%	Manages completed staff work for OCM, employing a structured change management methodology. Applies relevant OCM methodologies to procedural guides and conducts business process analysis oversight, including flow charts and gap analysis. Provides program-related expertise, formulates business requirements, and offers business consultation. Ensures project accuracy by communicating milestones and progress. Utilizes OCM tools to enhance adoption. Monitors and reports project scopes, schedules, risks, and issues. Applies broad knowledge of UI programs, business analysis, and IT systems to drive project success, integrating change management into all workstreams and project plans.
25%	Serves as the representative for UI Branch on formal project teams. Oversees the development of new procedures through a thorough review and analysis of current operational processes. Gathers and analyzes program performance data, defines specifications, and documents business processes for current project alignment. Collaborates with customers to analyze UI program processes based on business objectives. Oversees research, evaluates, and selects UI processes, products, and services to support business functions. Maintains accurate documentation of the business environment, equipment, and processes related to UI program procedures by engaging with SMEs and undergoing relevant training as necessary.
20%	Acts as a liaison among stakeholders to comprehend the structure, policies, and operations of the EDD, documenting changes and creating OCM tools. Engages in workgroups with internal staff and external agencies to grasp business requirements. Utilizes best practices and accepted methodologies to document deliverables, including change control, version control, requirements status tracking, and requirements traceability for OCM materials. Oversees business analysis, offering consultation on complex processes and requirements management for effective communication design, development, delivery, and management. Identifies and documents schedule dependencies, assumptions, and constraints in the business analysis schedule. Oversees requirements development, encompassing specification and validation, ensuring clear documentation of business objectives.
15%	Participates in management team meetings and leads OCM workgroups, collaborating with internal staff and external agencies to collect business requirements. Adheres to best practices and recognized methodologies to oversee document deliverables, covering change control, version control, requirements status tracking, and traceability. Secures user and management approval for all business and functional requirements, oversees recording decisions in meeting minutes or submitting through the clearance approval process. Engages with technical SMEs to ensure alignment of requirements, behavior, and design in the developed solutions. Maintains a thorough understanding of the EDD's business environment, available technologies, and industry standards related to information systems resources and services through communication with SMEs and attending necessary trainings.
10%	Works collaboratively with a variety of management levels, project team members, internal and external stakeholders, and vendors to share information and coordinate activities to develop solutions and enhancements and make recommendations. Briefs and advises manager of the status of the various project efforts including deliverable status and milestone progress, and on the overall development of the staff. Communicates effectively, in order to develop and maintain effective and cooperative working relationships

	with the UI Branch. Facilitates the successful delivery and completion of project business components. Supports other units in the UIB Modernization Support Section as needed.
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: Not Applicable - activity does not exist
Lifting: Not Applicable - activity does not exist	Bending/Stooping: Not Applicable - activity does not exist

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: Required to interact with managers, staff, and vendors via email, phone, video conferencing, and in-person.

5. SUPERVISION EXERCISED:
(List total per each classification of staff)

Directly – 5-6 Analyst I/IIs

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: Erica Watkins

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: Dominic Callori

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
	NW	3/17/26

Civil Service Classification	**Position Number**
Supervisor I	280-379-4800-035

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