Employment Development Department
State of California

☒ Current
☒ Proposed

POSITION STATEMENT

1. POSITION INFORMATION	
CIVIL SERVICE CLASSIFICATION:	WORKING TITLE:
Employment Program Manager II	*Field Office Manager*
NAME OF INCUMBENT:	POSITION NUMBER:
	280-014-9197-002
OFFICE/SECTION/UNIT:	SUPERVISOR'S NAME:
Inglewood/ South Bay ARU 014	Ken Gomez
DIVISION:	SUPERVISOR'S CLASSIFICATION:
LA/Coastal Division	Employment Development Administrator/ Deputy Division Chief
BRANCH:	REVISION DATE:
Workforce Services Branch	7/8/2022

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.)

Regular travel between offices may be required. Operation of a state vehicle maybe required.

3. DUTIES AND RESPONSIBILITIES OF POSITION

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

Under the direction of the Deputy Division Chief (DDC), the EPM II is responsible for the programs, personnel and properties of the Employment Development Department (EDD) field office, branches and outstations. The Workforce Services Cluster Manager/EPM II conveys and interprets Departmental policies, provides information and technical guidance to the staff and the community thereby assisting efforts to develop the full employment potential of local human resources.

The incumbent exercises leadership and inspires commitment to the Department's Values and Mission.

The EPM II represents and promotes EDD Vision and Values through management and staff team meetings, within the community and with our external and internal customers, and models the EDD Management Principles on a daily basis. The Workforce Services Cluster Manager/EPM II fosters a cooperative approach toward problem solving, encourages the use of in and out-service training, rotational assignments or special tasks to expand horizons and growth, and uses communication and interpersonal skills to resolve conflicts at the lowest possible level.

The EPM II acts as alternate Deputy Division Chief/Employment Development Administrator who is responsible for the operations of the Cluster offices in the absence of the Deputy Division Chief/Employment Development Administrator.

Percentage of Duties	Essential Functions
20%	**HUMAN RESOURCE DEVELOPMENT AND MANAGEMENT** Increases workforce capacity by hiring and developing staff to their fullest potential while pursuing quality performance objectives and building and maintaining an empowered environment for involvement, personal accountability and recognition. Selects and assigns staff to meet objectives, office strategic plans, or performance goals, provides mentoring, and fosters staff development. Builds capacity by ensuring that staff and abilities are maximized through routine performance reviews, coaching, rotational assignments and special project assignments. Arranges for in-house or centralized training for employees to enable them to do their job both presently and in the future. Develops staff and effectiveness by continuously seeking process improvements by evaluating current processes and identifying operational inefficiencies. Ensures staff understand and comply with laws, regulations and policies regarding operations, programs and personnel administration. Reviews team goals, accomplishments, and personnel issues by giving guidance for decision-making to streamline internal processes through the consistency of training to include On Job Training (OJT), and a buddy system to introduce those policies. Empowers supervisors and staff to assume responsibility and prioritize continuous improvement of services by mentoring supervisors to ensure they develop the skills necessary to constantly strive for excellence and positive process improvements. Fairly and objectively carries out State and Department Equal Employment Opportunity (EEO), Employer/Employee relations and mobility policies by enhancing the quality of work life and workplace production. Creates a positive workplace where all employees feel safe, comfortable and their contributions count, encouraging engagement respectfully and professionally. Evaluates programs' effectiveness, timely investigates allegations and objectively resolves discrimination complaints or refers them to the EEO. Pursues and recommends adverse action when appropriate and ensures that proper documentation is supplied. Maintains appropriate controls as it relates to the State Leadership Accountability Act (SLAA), which requires each state entity to have effective systems of internal control as an integrated part of management practices and evaluates and monitors the effectiveness of these controls on an ongoing basis. Effectively assigns tasks and/or responsibilities to supervisors or staff while providing assistance and guidance. Ensures concerning decisions are made at the lowest level possible by coaching supervisors through examples.
20%	**QUALITY AND OPERATIONAL RESULTS** Ensures premises issues are identified and communicated with the proper entities when issues arise. This includes: communicating with facilities' representatives, conducting reviews of inventory reports, identifying space allocation inconsistencies, assisting with supportive documentation on sublease premises package requests, and participating as the single point of contact on reimbursable contracts associated with infrastructure costs not associated with sublease payments as part of Memorandums of Understanding. Tracks, evaluates, and documents performance results within the managers' scope of accountability against Strategic Plan goals and objectives. Maintains and operates the Workforce Services Programs, such as the Migrant and Seasonal Farmworkers, H-2A Temporariy Agricultural program, Jobs for Veterans State Grant, Trade Adjustment Assistance, Rapid Responses, and the Re-employment Services and Eligibility Assessment program. Ensures that the employment services provided meet the needs of the community by conducting

	yearly partner and community based organization assessments where pertinent questions are asked on the effectiveness of Workforce Services programs. Ensures that the office meets the goals and objectives of the Department's Strategic Plan and Service Performance Measures for the corresponding program year by conducting monthly and quarterly performance file reviews. Utilizes Performance Measures reports, Field Office Basic Evaluation System (FOBES), Customer Service Surveys, etc. to track and monitor staff accomplishments. Ensures the priority service for veterans and that Veteran Performance Standards are met by ensuring staff prioritize delivering employment services to veteran customers. Supports and guides Local Veterans Employment Representative (LVER)'s and Disabled Veterans' Outreach Program (DVOP) s to perform duties as required by regulations and policies and to not devote time to servicing non-veterans. Uses quality results from reports and data from CalJOBS Services and office customer surveys to build recognition and morale. Makes performance and program data results easily accessible and communicates it regularly to staff and senior leadership to convey the status of the office's performance and ability to meet program goals.
20%	**STRATEGIC PLANNING** Facilitates the Department/Division Branch planning process to achieve project activities to optimize the quality of the organization and effectively achieve EDD's mission. Develops short-term and long-term plans for the office, which support the EDD Strategic Plan. Through staff involvement, establishes and implements contingency plans for flexibility in meeting unforeseen operational needs based on data. Remains current on labor market, economic and demographic trends, staff attrition, etc., to be able to make effective staffing, systems, and resource decisions. Integrates the Workforce Services Programs into the local workforce development system in support of the local economy by ensuring Job Centers of California℠ policies are consistent with legislation and State policy.
20%	**CUSTOMER FOCUS AND SATISFACTION** Provides leadership in EDD's mission, goals, and values. Develops and manages constructive relationships with customers inside and outside the Department. Meets workforce needs for California (CA) employers, including private and public sector employers. Uses information and data from EDD Labor Exchange, census data, and Labor Market Information (LMI) to enhance the knowledge, awareness, and skills of front-line staff to educate and share labor market trends, projections, and job market outlook. Provides customers with easy access to seek assistance, make comments, or receive guidance on how to file a formal complaint regarding experienced customer service. Empowers staff, not only to satisfy, but to exceed customer expectations in staff work by implementing high standards in staff training. Coaches supervisors and staff to resolve complaints at the lowest possible level to prevent escalation. Diffuses volatile situations with non-confrontational solving techniques. Networks with the community's economical structure and effectively markets the Department's services. Builds good working relations with staff and earns their trust and respect by interacting with staff.
15%	**INFORMATION AND ANALYSIS** Uses data and information to drive quality decisions, streamline work and improve delivery of services. Makes operational improvements, indicated by data, but recognizes and raises policy issues to high management for resolution. Clearly communicates, interprets and implements relevant data and changes in policy and procedures to supervisors and staff. Operates all programs within budget constraints, and then analyzes budget reports to

	improve system 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: 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: Not Applicable - activity does not exist

Other: *Click here to enter text.*

Type of Environment:

☐ High Rise ☒ Cubicle ☐ Warehouse ☐ Outdoors ☒ Other**:** Professional Office Environment

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)

Click here to enter text. Supervision Exercised*:* Directly 3 EPM Is, Indirectly 26 EPRs

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 Unit (CPU) Approval

☒ Duties meet class specification and allocation guidelines.	CPU Analyst Initials	Date Approved
☐ Exceptional allocation, STD-625 on file.	HV	8/24/2022

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.

Civil Service Classification	Position Number
Employment Program Manager II	280-014-9197-002

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