Employment Development Department
State of California

☒ Current
☐ Proposed

POSITION STATEMENT

1. POSITION INFORMATION	
CIVIL SERVICE CLASSIFICATION:	WORKING TITLE:
Supervising Program Technician III	*Supervising Program Technician III*
NAME OF INCUMBENT:	POSITION NUMBER:
Click here to enter text.	280-785-9926-xxx
OFFICE/SECTION/UNIT:	SUPERVISOR'S NAME:
Taxpayer Assistance Center	*Click here to enter text.*
DIVISION:	SUPERVISOR'S CLASSIFICATION:
Tax Processing and Accounting	Tax Administrator I, EDD
BRANCH:	REVISION DATE:
Tax	9/17/2025

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.)

Click here to enter text.

3. DUTIES AND RESPONSIBILITIES OF POSITION

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

Under the direction of a Tax Administrator I (TA I), the Supervising Program Technician III plans, organizes and directs the activities of Taxpayer Assistance Group (TAG) by leading and directing the work of staff charged with responding to the telephone, correspondence and Internet e-mail contacts from the public. The supervisor is responsible for creating and nurturing an environment which promotes team building and open communication at all levels through the group and encourages innovative ideas for continuous improvement of systems and processes in order to improve services to the Group's internal and external customers.

Percentage of Duties	Essential Functions
30%	**Leadership** Plans, organizes, and directs all activities of the TAG ensuring the timely handling of customer contacts and the accuracy of response to the customer. Enforces the Department's security policies and procedures. Reviews new and revised policies and procedures. Evaluates staff performance and oversees staff resources to ensure proper utilization. Monitors the group's

	processes for maximum efficiency and effectiveness. Prepares reports of the group's significant program activities and or personnel achievements, issues, and decisions. Reviews and submits monthly production reports to ensure performance objectives are met. Informs the TA I of problems and action taken, along with any potential impact.
30%	**Staff Development** Participates in recruitment and hiring of new staff. Provides timely written and verbal feedback to staff. Completes probationary reports and individual development plans in a timely manner for each unit member. Provides staff with ongoing coaching, mentoring and cross training to support succession planning efforts to ensure the continuity of services. Follows sound personnel practices pursuant to the Personnel Management Handbook, policy and procedural guidelines, and in accordance with collective bargaining contracts. Approves/denies leave requests for Program Technician staff, evaluates staff performance, and if warranted takes disciplinary action as necessary, under the direction of the TA I.
25%	**Advisories** Provides technical assistance to staff and assists during peak periods by providing telephone coverage. Most of the technical assistance calls are from the PT/PT II level staff and involve a variety of complex issues as well as sensitive calls involving employer agents, other government agencies, and legislative staff.
10%	**Process Improvement** Collects relevant data and uses appropriate tools to analyze the processes and achievements within the TEA Program. Makes data based decisions to improve the system and processes. Establishes methods to determine and link quality and performance within the unit. Continually looks to identify opportunities for improvement.

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: Not Applicable - activity does not exist
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)

Civil Service Classification	**Position Number**
Supervising Program Technician III	280-785-9926-xxx

Directly – 12-15 Program Technician I and Program Technician II

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: *Click here to enter text.*

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: *Click here to enter text.*

Supervisor's Signature: Date:

7. HRSD USE ONLY

Classification & Pay Group (C&P) Approval

	C&P Analyst Initials	Date Approved
☒ Duties meet class specification and allocation guidelines. ☐ Exceptional allocation, STD-625 on file.	JMB	12/5/2025

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