Employment Development Department
State of California

☐ Current
☒ Proposed

POSITION STATEMENT

1. POSITION INFORMATION	
CIVIL SERVICE CLASSIFICATION:	WORKING TITLE:
Program Technician II	*Program Technician II*
NAME OF INCUMBENT:	POSITION NUMBER:
	280-224-9928-XXX
OFFICE/SECTION/UNIT:	SUPERVISOR'S NAME:
ARU 224 Fresno	
DIVISION:	SUPERVISOR'S CLASSIFICATION:
Field Operations Division	Supervising Program Technician II
BRANCH:	REVISION DATE:
Disability Insurance Branch	3/27/2025

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 general supervision, the Program Technician (PT) II is responsible for processing the more complex program specialist work. The PT II reviews and or processes detailed and technical forms, files, etc., (1) associated with multiple departmental programs or program areas; (2) review and/or process forms, files, etc., associated with a department program which requires especially detailed knowledge of the program so that difficult calculations can be made and/or processing can be done in cases where guidelines are not clear; (3) provide sensitive and detailed program information and/or direction to the public, employees, employers, medical providers, other public jurisdictions, or clients as a significant part of their duties; or (4) any combination of the above. Work is subject to occasional review.

Identifies and reports any suspected fraudulent claims/activities to management or their designee. May perform duties for other specialized work or projects. Demonstrates an awareness of the Department and Branch vision, mission, values and goals.

Percentage of Duties	Essential Functions
30%	Demonstrates a high degree of professionalism, courtesy, and consideration in all phases of work with both internal and external customers in assisting with Disability Insurance or Paid Family Leave general claim related inquiries, as a field office team member. Provides services in person at public counters handing out forms, providing general information on claim status, answering more complex questions about program processes, providing instructions on next steps for complex issue resolution in State Disability Insurance (SDI) offices. Utilizes SDI Online (SDIO) to assist more complex hardship cases, obtain verbal certifications, assists with reset of passwords, educates customers on program related information, resolves error messages, checks on claim status explaining next steps for resolution, reviews incoming correspondence for completeness, provides general information on other programs such as Unemployment Insurance, Tax, Social Security, or Workforce services, provides payment histories, updates addresses, phone numbers and instructs customer on SDIO self help navigation. Elevates to program representative or manager if needed.
30%	Provides services to customers in person, via the internet, or over telephone in resolving more complex AskEDD submissions, General Inquiries, Public Service Program, Forms and Help Desk line workload. Reviews SDIO work items to resolve more complex issues such as missing information, signatures, takes steps to search system to identify and match claim Part A and B, critical exceptions or other unprocessed more complex white mail, sends out correspondence for needed information, enters detailed claim notes in SDIO critical for accurate and timely determinations, follows up on independent medical examination reports/invoices, follows up on lost/stolen checks, assists with electronic banking questions, and completes required SDIO work items. Sorts, prioritizes, and processes the more complex incoming program correspondence by category, such as settlement documents, payment histories, medical records, and rehabilitation materials and takes appropriate action. Processes paper copies of program notices and routes to the appropriate program representatives to determine if further action is needed by the EDD.
20%	Develops and maintains specialty program calendar. Assists unit manager and/or program representative by providing training to Program Technicians and other support staff when requested. Communicates with the program community by providing and obtaining detailed case-related information. Assists in special studies/projects as requested, and in other data gathering for statistical reporting/analysis.
10%	Assists in purging files in accordance with records retention schedules. Protects program integrity by identifying and reporting any suspected fraudulent claims/activities to management or their designee. Participates in unit and office meetings as scheduled and in training sessions offered.
5%	Contributes to the office commitment to customer service by providing educational information regarding EDD's role in program processes to fellow employees and members of the program community. Participates and represents offices on work teams to improve process and procedures. Represents the branch at employer seminars by distributing materials and

	responding to questions within scope of duties. Provides coverage in specialty unit with incoming telephone calls.
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%
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)

N/A

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.	CPG Analyst Initials	Date Approved
☐ Exceptional allocation, STD-625 on file.	AF	11/24/2026

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.

Civil Service Classification	Position Number
Program Technician II	280-224-9928-XXX

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

Employment Development Department
State of California

☐ Current
☒ Proposed

POSITION STATEMENT

1. POSITION INFORMATION	
CIVIL SERVICE CLASSIFICATION:	WORKING TITLE:
Program Technician I	*Program Technician I*
NAME OF INCUMBENT:	POSITION NUMBER:
	280-224-9927-xxx
OFFICE/SECTION/UNIT:	SUPERVISOR'S NAME:
ARU 224 Fresno	*Click here to enter text.*
DIVISION:	SUPERVISOR'S CLASSIFICATION:
Field Operations Division	Supervising Program Technician II
BRANCH:	REVISION DATE:
Disability Insurance Branch	3/27/2025

Duties Based on: ☒ FT ☐ PT– Fraction _____ ☐ INT ☐ Temporary – _____ hours

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Check all that apply:

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☐ 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 close supervision, the Program Technician (PT) I is responsible for processing the less complex program specialist work. The PT I reviews and or processes detailed and semi-technical forms, files, etc., associated with a specialized departmental program. Work is subject to periodic review.

Identifies and reports any suspected fraudulent claims/activities to management or their designee. May perform duties for other specialized work or projects. Demonstrates an awareness of the Department and Branch vision, mission, values and goals.

Percentage of Duties	Essential Functions
30%	Demonstrates a high degree of professionalism, courtesy, and consideration in all phases of work with both internal and external customers, as a field office team member. Provides services in person at public counters handing out forms, provides general information on claim

	status, answers general questions about program processes, and provides instructions on next steps for less complex issue resolution in any State Disability Insurance (SDI) office. Utilizes SDI Online (SDIO) to assist less complex hardship cases, obtains verbal certifications, assists with reset of passwords, educates customers on less complex program related information, checks on claim status explaining next steps for resolution, reviews incoming correspondence for completeness, provides general information on other programs such as Unemployment Insurance, Tax, Social Security, or Workforce services, provides payment histories, updates addresses, phone numbers and instructs customer on SDIO self help navigation. Elevates to program representative or manager if needed.
30%	Provides services to customers in person, via the internet, or over telephone, resolving less complex AskEDD sumissions, General Inquiries, Public Service Program, Form requests, and Help Desk line workload. Reviews SDIO work items to resolve less complex issues such as missing information, signatures, takes steps to search system to identify and match claim Part A and B, critical exceptions or other unprocessed less complex white mail, sends out correspondence for needed information, enters detailed claim notes in SDIO critical for accurate and timely determinations, and completes less complex SDIO work items. Sorts, prioritizes, and processes the less complex incoming program correspondence by category, such as settlement documents, medical records, and rehabilitation materials, and takes appropriate action. Processes paper copies of program notices and routes to the appropriate program representatives to determine if further action is needed by the EDD.
20%	Assists in developing and maintaining specialty program calendar. Assists unit manager and/or program representative by providing training to other support staff when requested. Communicates with the program community by providing and obtaining detailed case-related information. Assists in special studies/projects as requested, and in other data gathering for statistical reporting/analysis.
10%	Assists in purging files in accordance with records retention schedules. Protects program integrity by identifying and reporting any suspected fraudulent claims/activities to management or their designee. Participates in unit and office meetings as scheduled and in training sessions offered.
5%	Contributes to the office commitment to customer service by providing educational information regarding EDD's role in program processes to fellow employees and members of the program community. Participates and represents offices on work teams to improve process and procedures. Assists in representing the branch at employer seminars by distributing materials and responding to questions within scope of duties. Provides coverage in specialty unit with incoming telephone calls.
Percentage of Duties	**Marginal Functions**
5%	Performs other duties as assigned.
4. WORK ENVIRONMENT *(Choose all that apply)*	

Civil Service Classification	**Position Number**
Program Technician I	280-224-9927-xxx

Standing: Occasionally - activity occurs < 33%	Sitting: Continuously - activity occurs > 66%
Walking: Occasionally - activity occurs < 33%	Temperature: Temperature Controlled Office Environment
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Type of Environment:

☐ High Rise ☒ Cubicle ☐ Warehouse ☐ Outdoors ☐ Other**:**

Interaction with Customers:

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☒ Required to assist customers on the phone
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☐ Other:

5. SUPERVISION EXERCISED:

(List total per each classification of staff)

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Employee's Signature: Date:

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Supervisor's Name:

Supervisor's Signature: Date:

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