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| 1. **Position Information**
 |
| Civil Service Classification  | Working Title  |
| Employment Program Representative | Workforce Services Program Representative |
| Name of Incumbent  | Position Number |
| *Click here to enter text.* | 280-072-9194-025 |
| Section/Unit | Supervisor’s Name |
| San Luis Obispo Workforce Services ARU #072 | Luciano Santini |
| Division  | Supervisor’s Classification |
| Los Angeles/Coastal Workforce Services 914 | Employment Program Manager I |
| Branch | Duties Based on: |
| Workforce Services Branch | [x]  Full Time [ ]  Part Time - Fraction *Click here to enter text.* |
|  | Revision Date |
|  | 1/12/2018 |
| 1. Requirements of Position
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| Check all that apply:[ ]  Conflict of Interest Filing (Form 700) Required [ ]  Call Center/Counter Environment[x]  May be Required to Work in Multiple Locations [ ]  Requires Fingerprinting & Background Check [ ]  Requires DMV Pull Notice [ ]  Bilingual Fluency *(specify below in Description)*[x]  Travel May be Required [ ]  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 to meetings, training and coverage for other offices within the Cluster as needed for operational needs |
| 1. Duties and Responsibilities of Position
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| Summary Statement (Briefly describe the position’s organizational setting and major functions) |

Under supervision, the Employment Program Representative (EPR) works in an integrated Workforce Services (WS) environment to assist customers through the delivery method of self-service, facilitated self-help and staff assisted services. Increases the range of services to customers, and promotes Employment Development Department (EDD) and WS programs and/or services.

Travel may be required for this position.

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| 1. Duties and Responsibilities of Position *(continued)*
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| Percentage of Duties | Essential Functions |
| 35%35%10%10%5% | **CUSTOMER SERVICE REPRESENTATIVES (CSR)**Directs clients in a professional and courteous manner to appropriate lobby or resource computer terminals and provides assistance as needed so that clients may complete their CalJOBSSM and/or other operating system, enrollment, enter their resume, and self search for open job listings on a self-service basis. Directs customers at America’s Job Centers of California One-Stop Centers and other partner locations that have Internet access to other service areas, which may include Unemployment Insurance (UI), Disability Insurance (DI), Employment Tax Services and workforce preparation resources. Provides or directs the customer with the appropriate information to assist in obtaining the service requested. Provides assistance to customers with physical limitations, registers customers in accordance with departmental policy. Monitors and mentors customers regarding EDD resources. **Reemployment Services and Eligibility Assessment (RESEA) INTERVIEWER** Assists UI claimants, who have been selected through the RESEA pool and referred to an RESEA session, in their search for new employment. The RESEA interviewer reviews claimant’s work search efforts and assess the claimants’ UI eligibility. Enters scheduling parameters for RESEA appointments into CalJOBSSM . Conducts a group orientation and then an intensive one-on-one interview including, but not limited to: verifying client's right to work; discussing client's effort to seek work; providing assistance to client to complete or update CalJOBSSM resume; providing information on supportive services and partner services available in One-Stops; assisting client with UI issues or refer client to appropriate resources or staff; searching CalJOBSSM for appropriate job openings and assisting client in activating job searches; searching other Internet Job Banks; providing specific Labor Market Information; and referring or scheduling client (if determined to be beneficial or eligible) to another one-on-one intensive interview other available workshops or partner services.Posts attendance to CalJOBSSM by the close of business every day that schedules are populated. Completes a DE SUPP form and emails the designated UI department by 4PM every day, for those clients who attended and have identified issues that required documentation. Batches all DE 8531 forms (both “issues” and “no issues”) daily and at the end of each week bundles with the “RESEA Batch Cover Sheet.” Sends batches weekly through regular mail to the UI RESEA staff. Documents all monthly stats for RESEA and submits stats report to management by the fifth working day of each month. **PERSONALIZED JOB SEARCH ASSISTANCE (PJSA) INTERVIEWER** Assists UI claimants, who have been selected through the PJSA pool and referred to a PJSA session, in their search for new employment.Posts attendance to CalJOBSSM by the close of business every day that schedules are populated. Will perform duties similar to those of a Job Search Workshop Leader.**JOB SEARCH WORKSHOP/JOB CLUB LEADER**Identifies targeted participants through Query Managemennt Function (QMF), Workers Reemployment Profiling System, and referrals from partners and staff. Develops approved curriculum, prepares materials and facilitates appropriate workshop. Documents follow-up activities into CalJOBS as appropriate. Ensures customer satisfaction through verbal or written participant feedback.**COMPLAINT SPECIALIST**Reviews and responds to complaints and apparent violations in accordance with the WS Complaint System Manual. Responsible for complaints involving the three categories of allegations concerning WS regulations and for employment-related law violations.Ensures WS staff is aware of the location of the complaint log and the process and procedure for accepting complaints.Informs staff of any changes to the complaint system procedures. |
| Percentage of Duties | Marginal Functions |
| 5% | Performs other duties as assigned and appropriate for this position/classification. |
| 1. **Work Environment** (Choose all that apply from the drop-down menus)
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| Standing: Repetitive (26-33%) | Sitting: Repetitive (26-33%) |
| Walking: Occasional (13-25%) | Temperature: Temperature Controlled Office Environment |
| Lighting: Artifical Lighting | Pushing/Pulling: 1-25% of the time |
| Lifting: 1-25% of the time | Bending/Stooping: 1-25% |
| Other: Click here to enter text. |
| Type of Environment: a. Cubicle b. Select c. Select d.Select  |
| Interaction with Public: a. Required to work in the lobby. b. Required to work the public counter. c.Required to assist customers on the phone and in person..  |
| 1. **Supervision**
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| Supervision Exercised(e.g., Directly – 1 Staff Services Manager I; Indirectly – 5 SSAs / AGPAs) |
| None |
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| 1. **SIGNATURES**
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| **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 (Print)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 (Print)Click here to enter text. |
| Supervisor’s Signature Date |
| 1. **HRSD USE ONLY**
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| **Personnel Management Group (PMG) Approval** |
| [ ]  Duties meet class specification and allocation guidelines. | PMG Analyst initials |

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| Date approved |

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|  | Click here to enter text. | *Click here to enter a date.* |
| **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. |

**\*\* AFTER SIGNATURES ARE OBTAINED:**

* **SEND A COPY OF POSITION STATEMENT TO HRSD (VIA YOUR ATTENDANCE CLERK) TO FILE IN THE EMPLOYEE’s OFFICIAL PERSONNEL FILE (OPF)**
* **FILE ORIGINAL IN THE SUPERVISOR’S DROP FILE**
* **PROVIDE A COPY TO THE EMPLOYEE**