

POSITION STATEMENT

1. POSITION INFORMATION	
CIVIL SERVICE CLASSIFICATION:	WORKING TITLE: Employment Program Representative
Employment Program Representative	Employment Program Representative
NAME OF INCUMBENT:	POSITION NUMBER:
<i>Click here to enter text.</i>	280-168-9194-010
OFFICE/SECTION/UNIT:	SUPERVISOR'S NAME:
Culver City/ARU 168	
DIVISION:	SUPERVISOR'S CLASSIFICATION:
Los Angeles Coastal 914	Employment Program Manager I
BRANCH:	REVISION DATE:
Workforce Services	
Duties Based on: <input checked="" type="checkbox"/> FT <input type="checkbox"/> PT– Fraction _____ <input type="checkbox"/> INT <input type="checkbox"/> Temporary – _____ hours	
2. REQUIREMENTS OF POSITION	
Check all that apply:	
<input type="checkbox"/> Conflict of Interest Filing (Form 700) Required	<input checked="" type="checkbox"/> Call Center/Counter Environment
<input checked="" type="checkbox"/> May be Required to Work in Multiple Locations	<input checked="" type="checkbox"/> Requires Fingerprinting & Background Check
<input type="checkbox"/> Requires DMV Pull Notice	<input checked="" type="checkbox"/> Bilingual Fluency (<i>specify below in Description</i>)
<input checked="" type="checkbox"/> Travel May be Required	<input type="checkbox"/> Other (<i>specify below in Description</i>)
Description of Position Requirements:	
(e.g., qualified Veteran, Class C driver's license, bilingual, frequent travel, graveyard/swing shift, etc.)	
Occasional travel to other locations may be required. Bilingual Spanish fluency required.	
3. DUTIES AND RESPONSIBILITIES OF POSITION	
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. The EPR increases the range of services to customers, and promotes the Employment Development Department (EDD) and WS programs and/or services such as the Fidelity Bond Program, Trade Adjustment Assistance Program, Veterans Program, Youth Employment Opportunity Program.	
Percentage of Duties	Essential Functions
35%	<p><u>JOB SEEKER AND EMPLOYER SERVICES</u></p> <p>Directs clients in a professional and courteous manner with assistance as needed for clients to complete their CalJOBSSM, an online labor exchange system that help match qualified individuals with employers, enrollment, enter their résumé, and search for open job listings on a self-service basis. Directs customers at the America's Job Centers of California (AJCC) and other partner locations that have Internet access to other service areas, which may include Unemployment Insurance (UI), Disability Insurance (DI), other EDD services and workforce</p>

25%	<p>preparation resources. Provides assistance to customers with physical limitations, registers customers in accordance with departmental policy. Monitors and mentors customers regarding EDD resources.</p> <p>Prepares and makes formal presentations regarding EDD program information, and the benefits to EDD partners including job seekers and employers. Develops approved training, prepares materials such as, PowerPoints, sign-in sheets and handouts. Markets CalJOBSSM, particularly the self-access features and the open accessibility using appropriate marketing materials and media.</p> <p>Accepts, reviews, and routes complaints provided by customers regarding inadequate services provided at the AJCC, Tax or Unemployment and Disability Insurance issues, to appropriate entity in accordance with the WS Complaint System Manual.</p> <p>Assists customers with the UI program by providing information on claims, online services and forms. Provides in-person instruction to customers on how to use the self-service options. Keeps current with the UI Program policies and procedures and communicates updates to staff and customers, individually and/or in groups. Analyzes customer needs to provide information to resolve customer questions and/or complaints. Identifies when to direct customers to the UI Branch and facilitates the connection (i.e., AskEDD, PSP line).</p> <p>Provides priority of service to veterans that come into the AJCC as the first point of contact. Assesses veterans' job search needs to refer to appropriate services.</p> <p>Provide facilitated instructions and support on one-on-one basis or in group settings to assist job seekers to find employment and/or employers to identify qualified candidates. Assists employers with job order postings, recruitments, résumé searches, CalJOBSSM training, and navigation. Contacts employers to obtain job openings. Documents the job listings in CalJOBSSM. Reviews job listings for clarity, completeness and adherence to Workforce Services (WS) standards for data entry into the CalJOBSSM and/or local operating systems. Provides mediated services such as, recruiting and screening job applicants, employee training, organization of job fairs and workshops to employers as requested/required. Reviews and screens job seeker resumes to identify the most qualified job applicants. May contact employers to arrange job interviews. Represents AJCC at job fairs and community events.</p> <p><u>WORKSHOP LEADER/JOB CLUB LEADER/OUTSTATION TRAINER</u></p> <p>Identifies targeted participants through Query Management Facility (QMF) a list of dislocated workers who have filed an unemployment insurance claim, Workers Reemployment Profiling System an automated system that identifies claimants likely to exhaust UI benefits, and customer referrals from partners and staff are provided to the agency that can best assist the customer. Develops approved curriculum, prepares materials and facilitates appropriate workshop. Documents follow-up activities into CalJOBSSM and UI record as appropriate. May review client's work search efforts and assess the client's UI eligibility. May conduct the following workshops: Initial Assistance Workshop, Reemployment Services and Eligibility Assessment (RESEA), Personalized Job Search Assistance (PJSA), Interviewing Skills, Résumé Writing, CalJOBSSM, among others. Ensures customer satisfaction through verbal or written participant feedback. Provides assistance to client to complete or update CalJOBSSM résumé; assists client with UI issues or refers client to appropriate resources or staff; searches CalJOBSSM for appropriate job openings and assists client in activating job searches; searches other Internet Job Banks which are websites where job seekers can search and apply for job openings online; provides specific Labor Market Information; and refers or schedules client (if determined to be beneficial or eligible) to another one-on-one intensive interview or other</p>
-----	---

25%	<p>available workshops or partner services. Posts attendance to CalJOBSSM by the close of business every day that schedules are populated. Completes required forms for UI and sends them as directed.</p> <p>Works as an outstation trainer to conduct training in subjects specific to the Workforce Services Branch and or Personnel Development, as needed. Prepares, delivers, and facilitates lessons on Workforce Service functions, programs and other subject matters using computer, Microsoft (MS) Office Suite programs, audio/video equipment, and a range of reading materials. Ensures course content outlines the correct departmental policy and procedure. Prepares trainees' evaluations and provides documented feedback to management regarding progress and potential for success.</p> <p><u>CASE MANAGEMENT/MENTORING/ADVISING</u></p> <p>Works with clients who need intensive or personalized assistance in finding employment. Assesses customer's barrier(s) for referral to an agency that can best assist the customer according to the barrier(s) identified. Develops an Employment Plan with the client to identify bona fide barrier(s) to employment and develops a course of action to overcome the barrier(s). Enrolls client in CalJOBSSM and/or local operating system; documents all pertinent case-related information in the case folder. Monitors progress by following up with the customer bi-weekly and provides intensive placement services to meet program goals. May determine eligibility for a variety of Department of Labor (DOL) funded programs including the Workforce Innovation and Opportunity Act (WIOA) programs. Provides job and career advising during program participation, training, and after job placement.</p> <p>Presents information and offers assistance regarding services available from the local office or America's Job Center of California (AJCC) site including agricultural and non-agricultural employment. Assists with needs for training, job development and employment currently available. Is knowledgeable in the WS complaint system and other organizations serving various working populations related to terms and conditions of employment.</p> <p>Assists clients in their pursuit of personal, academic, training and career goals. Reviews case folders for appropriate assessment and completeness of documentation such as a Individual Employment Plan and/or Client Case Summary. Provides management with information regarding the nature and number of clients served. Identifies and validates obstacles, services provided, and the effect these services have in reducing or eliminating obstacles to the client's successful completion of educational/vocational goals.</p> <p>Approves client cases for enrollment into a case managed program such as the Youth Employment Opportunity Program (YEOP) while providing further service options and resources to program participants. Applies appropriate eligibility criteria to enroll into a program such as the YEOP program and maintains appropriate and correct case records.</p> <p>Interviews program applicants to determine if they meet the criteria to qualify for benefits of the program, such as YEOP, Trade Assistance Act or Veterans. Interviews applicants and accurately records employment with an employer that has applied for or been certified under the program. Accurately records necessary information on forms and into the appropriate automated system to establish a completed application.</p> <p>Interviews applicants and assesses the skills, knowledge and abilities of the applicants and their overall job readiness. Ensures that information pertaining to work experience, skills, and</p>
-----	---

10%	<p>applicant requirements is accurately entered into CalJOBSSM. Identifies special needs of applicants as they relate to additional services.</p> <p>Prepares training extension if requested and appropriate. Reviews reasons for the extension with the program participant and the training institution.</p> <p>Completes and submits monthly and quarterly reports to the manager.</p> <p>Reviews and processes invoices from training institutions. Reviews invoices for accuracy and completeness. Signs invoices, posts payment in the training records. Sends invoice information to Sacramento office for payment.</p> <p>Maintains complete records in CalJOBSSM and services provided.</p> <p><u>EVENT COORDINATION</u></p> <p>Provides assistance in preparing and conducting seminars, workshops, job fairs, conferences and targeted recruitments. Contacts event speaker(s), obtains biography and topic information. Prepares, reproduces and mails flyers for seminar promotion. May prepare programs and award certificates, copy handouts and perform all other clerical functions to ensure the seminar program's success. Provides EDD materials, pamphlets, membership applications for resource table. May accept and confirm reservations for seminar and forwards information to reservation Chair. Serves as liaison with event venue to set up program, report reservations, reserve dates, select menu options, arrange audio-visual, and equipment.</p>
Percentage of Duties	Marginal Functions
5%	Performs other duties as assigned.
4. WORK ENVIRONMENT <i>(Choose all that apply)</i>	
Standing: Frequently - activity occurs 33% to 66%	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: Occasionally - activity occurs < 33%
Other: <i>Click here to enter text.</i>	
Type of Environment:	
<input type="checkbox"/> High Rise <input checked="" type="checkbox"/> Cubicle <input type="checkbox"/> Warehouse <input type="checkbox"/> Outdoors <input type="checkbox"/> Other:	
Interaction with Customers:	
<input checked="" type="checkbox"/> Required to work in the lobby <input checked="" type="checkbox"/> Required to work at a public counter <input checked="" type="checkbox"/> Required to assist customers on the phone <input checked="" type="checkbox"/> Required to assist customers in person <input type="checkbox"/> Other:	
5. SUPERVISION EXERCISED:	
<i>(List total per each classification of staff)</i>	
None	
6. SIGNATURES	

Civil Service Classification
Employment Program Representative

Position Number
280-168-9194-010

Employee's Statement: <i>I have reviewed and discussed the duties and responsibilities of this position with my supervisor and have received a copy of the Position Statement.</i>		
Employee's Name:		
Employee's Signature:		Date:
Supervisor's Statement: <i>I have reviewed the duties and responsibilities of this position and have provided a copy of the Position Statement to the employee.</i>		
Supervisor's Name:		
Supervisor's Signature:		Date:
7. HRSD USE ONLY		
Personnel Management Group (PMG) Approval		
<input checked="" type="checkbox"/> Duties meet class specification and allocation guidelines.	PMG Analyst Initials	Date Approved
<input type="checkbox"/> Exceptional allocation, STD-625 on file.	BL	1/21/2022
Reasonable Accommodation Unit use ONLY <i>(completed after appointment, if needed)</i> <i>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.</i> 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