

POSITION STATEMENT

1. POSITION INFORMATION	
CIVIL SERVICE CLASSIFICATION: Employment Program Representative	WORKING TITLE: Workforce Services Program (General) Representative
NAME OF INCUMBENT: <i>Click here to enter text.</i>	POSITION NUMBER: 280-134-9194-016
SECTION/UNIT: Redwood Empire / ARU 134	SUPERVISOR'S NAME: Claudia Obera De Luna
DIVISION: Northern Workforce Services Division	SUPERVISOR'S CLASSIFICATION: Employment Program Manager I
BRANCH: Workforce Services Branch	REVISION DATE: 5/20/2022
Duties Based on: <input checked="" type="checkbox"/> Full Time <input type="checkbox"/> Part Time – Fraction 0-40 <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 (<i>e.g., qualified Veteran, Class C driver's license, bilingual, frequent travel, graveyard/swing shift, etc.</i>):	
May be required to travel for training at other Northern Workforce Services Division training sites. Must be fluent in Spanish.	
3. DUTIES AND RESPONSIBILITIES OF POSITION	
Summary Statement (Briefly describe the position's organizational setting and major functions):	
<p>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 determines the needs of the customer to increase the range of services available, promotes the Employment Development Department (EDD) and WS programs and/or services, facilitates various Job Search related workshops, and/or provides Individualized Career Services in a professional and courteous manner. The EPR works independently and as part of a team to utilize and market California's (CA) labor exchange system, CalJOBSSM, to help job seekers and employers navigate the state's WS system. The EPR is responsible for documenting a range of no-cost employment and training services offered in partnership with State and local agencies and organizations through the America's Job Center of CaliforniaSM (AJCC) into the CalJOBS system. The EPR uses critical thinking skills to identify process improvement opportunities in daily work, policies, and procedures and provides detailed recommendations to management on workflow, organization, and needs of office.</p> <p>Travel may be required with this position.</p>	

Percentage of Duties	Essential Functions
25%	<p><u>CUSTOMER SERVICE REPRESENTATIVES (CSR)</u></p> <ul style="list-style-type: none"> • Provides customer service to job seekers in-person and virtually (via the front counter, on the phone, by email and through online video platforms) by guiding them to the appropriate EDD and partner resources, such as lobby computers, phones and/or online resources. • Offers customer support, as needed, to assist customers in completing their CalJOBS registration, enrollment, entering their résumé, and searching for open job listings on a self-service basis. Documents all staff-assisted services in CalJOBS. • Determines the customers' needs to direct them at the AJCC and partner locations to other service areas, which may include Unemployment Insurance (UI), Disability Insurance (DI), Employment Tax Services and workforce preparation resources. • Utilizes active listening skills and program analysis to provide an initial assessment of skill levels, job search assistance, résumé development, placement assistance, career counseling and job coaching on job seekers and records job seeker activities in CalJOBS. • Assists CA employers, including private and public sector employers, with job order postings, recruitments, résumé searches, CalJOBS training, and navigation. • Contacts CA employers including private and public sector employers, to obtain job openings and to arrange job interviews. • Reviews job listings for CA employers for clarity, completeness and adherence to WS standards for data entry into the CalJOBS. • Provides mediated services to employers as requested/required, which includes reviewing the job seekers' résumés and screening the qualifications of job seekers to identify the most qualified applicants. • Represents the AJCC at job fairs and community events. • Researches, drafts, and prepares written correspondence, including reports, forms, meeting items, and other writing assignments. • Actively participates in unit and office meetings, as scheduled, and in training sessions offered.
25%	<p><u>MIGRANT SEASONAL FARM WORKER (MSFW) OUTREACH WORKER (OW)- ALTERNATE</u></p> <ul style="list-style-type: none"> • Presents information and offers assistance regarding services available from the local office or AJCC site including agricultural and non-agricultural employment. • Prepares information packets on EDD resources and gathers other pertinent materials prior to going into the field. • Coordinates the EDD Outreach efforts with public and private community service agencies and MSFW groups to ensure that farm workers are aware of career services, skill development services and workforce protection services available to them as well as other resources. • Determines customers' needs for training and job development and employment placement currently available in agricultural and non-agricultural jobs. • Maintains knowledge of the WS complaint system and other organizations serving various working populations related to terms and conditions of employment. • Visits agricultural employers on behalf of workers; encourages agricultural and non-agricultural workers to visit local office or AJCC site for additional resources and assistance, if needed. • Provides hands-on assistance in preparation of forms, gives available job opening information, including how to apply and information on future employment opportunities. • Assists in the preparation and completion of WS and non-WS related complaints such as wages, discrimination, harassment and health and safety. • Refers complaints to the Complaints Specialist, and/or the manager.

- Maintains timely and accurately reports and completed records in CalJOBS of customer contacts and services provided.

10%

UI NAVIGATOR ALTERNATE

- Assists customers with the UI program by providing information on claims, online services and forms when dedicated UI Navigator is unavailable.
- Provides in-person, virtual and over-the-phone instructions to customers on how to use the self-service options.
- Maintains knowledge of current UI Program policies and procedures and communicates updates to staff and customers, individually and/or in groups.
- Determines customer needs to provide information to resolve customer questions and/or complaints. Identifies when to direct customers to UI and facilitates the connection.

10%

UI REQUIRED WORKSHOPS FACILITATOR/INTERVIEWER

- Assists UI claimants, who are selected to attend a required workshop in their search for new employment, by conducting intensive one-on-one interviews after the orientation workshops, including, but not limited to: verifying customer's right to work; discussing customer's effort to seek work; providing assistance to customer to complete or update CalJOBS résumé; providing information on supportive services and partner services available in the AJCC; assisting customer with UI issues or referring customers to appropriate resources or staff; searching CalJOBS for appropriate job openings and assisting customer in activating job searches; searching other Internet Job Banks, which are websites where job seekers can search and apply for job openings online; providing specific Labor Market Information; and referring or scheduling customers (if determined to be beneficial or eligible) to another one-on-one intensive interview, other available workshops or partner services. Reviews claimants' work search efforts and assesses the claimants' continued UI eligibility as it pertains to their required work search.
- Schedules events using current procedural instructions into CalJOBS for UI workshop appointments.
- Facilitates group orientation workshops, both virtually and in-person.
- Prepares workshop handout materials and facilitates appropriate workshops, such as personal job search, and reemployment services workshops.
- Develops approved curriculum for customers that are identified to attend mandatory workshops by the UI Branch.
- Completes customers' Wagner-Peyser Application in CalJOBS. Posts workshop attendance in CalJOBS and reviews entries to ensure accurate reporting by the close of business every day that schedules are populated.
- Completes required departmental forms for attendees who have identifiable UI eligibility issues that require additional documentation and emails them to the designated unit by the end of each day.
- Documents follow-up activities into CalJOBS and UI record as appropriate.
- Follows the Technical Assistance Guide for mandated workshops and ensures policy and procedure requirements are completed.

5%

JOB SEARCH WORKSHOP FACILITATOR

- Prepares and develops engaging formal presentations regarding EDD program information, and the benefits to EDD partners including job seekers and public or private sector employers.
- Analyzes approved training materials to determine if customization is needed to meet the needs of specific targeted groups, when necessary, which may include but not limited to youth, limited English speakers, unemployed, etc

	<ul style="list-style-type: none"> Markets CalJOBS, particularly the self-access features and the open accessibility, using appropriate marketing materials and media. Marketing materials may include presentations, flyers, and/or department-approved marketing scripts. Ensures customer satisfaction through verbal and/or written participant feedback and elevates responses to management accordingly.
5%	<p><u>COMPLAINT SPECIALIST</u></p> <ul style="list-style-type: none"> Accepts, reviews and routes complaints related to employment services, wages, discrimination, harassment, and health and safety to appropriate entity in accordance with the WS Complaint System Manual. Provides updates to co-workers and managers of any changes to the complaint system procedures, the location of the complaint log, and the process and procedure for accepting complaints.
5%	<p><u>VETERAN SERVICES NAVIGATOR</u></p> <ul style="list-style-type: none"> Provides priority of service to veterans and eligible spouses that come into the AJCC as the first point of contact. Interviews and assists veterans in their pursuit of personal, academic, training and career goals by conducting a Needs Based Determination (NBD) to refer to appropriate services. Ensures veteran has an effective résumé in CalJOBS and access to local resources.
5%	<p><u>BUSINESS SERVICES REPRESENTATIVE</u></p> <ul style="list-style-type: none"> Participates in job fair and hiring events. Works closely with business representatives in event planning and coordination. Assists CA employers, including public and private sector employers, with recruiting and hiring qualified workers. Widely distributes job openings for CA employers to internal and external partners. Markets job openings to education and training providers to assist Private sector employers with filling vacant positions. Performs candidate searches in CalJOBS and provides referrals for high-wage, in-demand positions. Conducts Rapid Response orientation presentations to companies facing potential layoffs or plant closures. Rapid Response teams provide early intervention assistance to help avert potential layoffs, and immediate on-site services to assist workers facing job losses. These services are tailored to each company based on the needs of the affected employees.
5%	<p><u>ADMINISTRATIVE</u></p> <ul style="list-style-type: none"> Submits administrative requests including leave, travel, and training requests in a timely and appropriate manner. Accurately reports time and submits timesheet by the due date. Assists management in special studies, workgroups and projects, as requested, and in data gathering for statistical reporting/analysis.
Percentage of Duties	Marginal Functions
5%	Perform 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: Frequently - activity occurs 33% to 66%	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: Conduct workshops and presentations		
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 checked="" type="checkbox"/> Other: May have to work outdoors.		
5. SUPERVISION		
Supervision Exercised: None		
6. SIGNATURES		
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 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		
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, 625 on file.	BL	9/21/2022
Reasonable Accommodation Unit use ONLY <i>(completed after appointment, if needed)</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. List any Reasonable Accommodations made:		

Civil Service Classification
Employment Program Representative

Position Number
280-134-9194-016

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