

## POSITION STATEMENT

| <b>1. POSITION INFORMATION</b>  |   |
|---|---|
| CIVIL SERVICE CLASSIFICATION:   | WORKING TITLE:                                      |
| Employment Program Representative   | Workforce Services Program (General) Representative |
| NAME OF INCUMBENT:  | POSITION NUMBER:                                    |
|   | 280-126-9194-xxx                                    |
| SECTION/UNIT:   | SUPERVISOR'S NAME:                                  |
| Hanford AJCC / ARU 126 / Unit 4   | Elizabeth Martinez                                  |
| DIVISION:   | SUPERVISOR'S CLASSIFICATION:                        |
| Southern  | EPM I   |
| BRANCH:   | REVISION DATE:                                      |
| Workforces Services   | 9/7/2022  |
| <b>Duties Based on:</b> <input checked="" type="checkbox"/> Full Time <input type="checkbox"/> Part Time – Fraction 0-40 <input type="checkbox"/> Temporary – _____ hours   |   |
| <b>2. REQUIREMENTS OF POSITION</b>  |   |
| <b>Check all that apply:</b> <ul style="list-style-type: none"> <li><input type="checkbox"/> Conflict of Interest Filing (Form 700) Required</li> <li><input checked="" type="checkbox"/> May be Required to Work in Multiple Locations</li> <li><input type="checkbox"/> Requires DMV Pull Notice</li> <li><input checked="" type="checkbox"/> Travel May be Required</li> <li><input type="checkbox"/> Call Center/Counter Environment</li> <li><input checked="" type="checkbox"/> Requires Fingerprinting &amp; Background Check</li> <li><input type="checkbox"/> Bilingual Fluency (<i>specify below in Description</i>)</li> <li><input checked="" type="checkbox"/> Other (<i>specify below in Description</i>)</li> </ul>  |   |
| Description of Position Requirements (e.g., <i>qualified Veteran, Class C driver's license, bilingual, frequent travel, graveyard/swing shift, etc.</i> ):<br>May be required to travel for training at other Southern Workforce Services Division training sites.  |   |
| <b>3. DUTIES AND RESPONSIBILITIES OF POSITION</b>   |   |
| Summary Statement (Briefly describe the position's organizational setting and major functions):<br><br>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, CalJOBS <sup>SM</sup> , 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 California <sup>SM</sup> (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. |   |
| Travel may be required with this position.  |   |

| Percentage of Duties | Essential Functions   |
|----------------------|---|
| 30%                  | <p><b><u>CUSTOMER SERVICE REPRESENTATIVES (CSR)</u></b></p> <ul style="list-style-type: none"><li>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.</li><li>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.</li><li>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.</li><li>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.</li><li>Assists CA employers, including private and public sector employers, with job order postings, recruitments, résumé searches, CalJOBS training, and navigation.</li><li>Contacts CA employers including private and public sector employers, to obtain job openings and to arrange job interviews.</li><li>Reviews job listings for CA employers for clarity, completeness and adherence to WS standards for data entry into the CalJOBS.</li><li>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.</li><li>Represents the AJCC at job fairs and community events.</li><li>Researches, drafts, and prepares written correspondence, including reports, forms, meeting items, and other writing assignments.</li><li>Actively participates in unit and office meetings, as scheduled, and in training sessions offered.</li></ul> |
| 20%                  | <p><b><u>UI REQUIRED WORKSHOPS FACILITATOR/INTERVIEWER</u></b></p> <ul style="list-style-type: none"><li>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.</li><li>Schedules events using current procedural instructions into CalJOBS for UI workshop appointments.</li><li>Facilitates group orientation workshops, both virtually and in-person.</li><li>Prepares workshop handout materials and facilitates appropriate workshops, such as personal job search, and reemployment services workshops.</li></ul>   |

|     |  |
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|     | <ul style="list-style-type: none"><li>• Develops approved curriculum for customers that are identified to attend mandatory workshops by the UI Branch.</li><li>• 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.</li><li>• 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.</li><li>• Documents follow-up activities into CalJOBS and UI record as appropriate.</li><li>• Follows the Technical Assistance Guide for mandated workshops and ensures policy and procedure requirements are completed.</li></ul>   |
| 10% | <p><b><u>JOB SEARCH WORKSHOP FACILITATOR</u></b></p> <ul style="list-style-type: none"><li>• 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.</li><li>• 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</li><li>• 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.</li><li>• Ensures customer satisfaction through verbal and/or written participant feedback and elevates responses to management accordingly.</li></ul> |
| 10% | <p><b><u>COMPLAINT SPECIALIST</u></b></p> <ul style="list-style-type: none"><li>• 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.</li><li>• 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.</li></ul>   |
| 10% | <p><b><u>UI NAVIGATOR ALTERNATE</u></b></p> <ul style="list-style-type: none"><li>• Assists customers with the UI program by providing information on claims, online services and forms when dedicated UI Navigator is unavailable.</li><li>• Provides in-person, virtual and over-the-phone instructions to customers on how to use the self-service options.</li><li>• Maintains knowledge of current UI Program policies and procedures and communicates updates to staff and customers, individually and/or in groups.</li><li>• Determines customer needs to provide information to resolve customer questions and/or complaints. Identifies when to direct customers to UI and facilitates the connection.</li></ul>   |
| 10% | <p><b><u>VETERAN SERVICES NAVIGATOR</u></b></p> <ul style="list-style-type: none"><li>• Provides priority of service to veterans and eligible spouses that come into the AJCC as the first point of contact.</li><li>• 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.</li></ul>   |

|   |  |
|---|--|
| 5%  | <ul style="list-style-type: none"><li>• Ensures veteran has an effective résumé in CalJOBS and access to local resources.</li></ul> <p><b><u>BUSINESS SERVICES REPRESENTATIVE</u></b></p> <ul style="list-style-type: none"><li>• Participates in job fair and hiring events.</li><li>• Works closely with business representatives in event planning and coordination.</li><li>• Assists CA employers, including public and private sector employers, with recruiting and hiring qualified workers.</li><li>• Widely distributes job openings for CA employers to internal and external partners.</li><li>• Markets job openings to education and training providers to assist Private sector employers with filling vacant positions.</li><li>• Performs candidate searches in CalJOBS and provides referrals for high-wage, in-demand positions.</li><li>• 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.</li></ul> |
| <b>Percentage of Duties</b>   | <b>Marginal Functions</b>  |
| 5%  | Perform other duties as assigned.  |
| <b>4. WORK ENVIRONMENT (Choose all that apply)</b>  |  |
| 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  |  |
| <b>Type of environment:</b>   |  |
| <input type="checkbox"/> High Rise <input checked="" type="checkbox"/> Cubicle <input type="checkbox"/> Warehouse <input type="checkbox"/> Outdoors <input type="checkbox"/> Other: |  |
| <b>Interaction with customers:</b>  |  |
| <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: <i>Click here to enter text.</i>  |  |
| <b>5. SUPERVISION</b>   |  |
| Supervision Exercised: None   |  |
| <b>6. SIGNATURES</b>  |  |
| <b>Employee's Statement:</b>  |  |
| <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:                |               |
| <b>Supervisor's Statement:</b><br>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:                |               |
| <b>7. HRSD USE ONLY</b>   |                      |               |
| <b>Personnel Management Group (PMG) Approval</b>  |                      |               |
| <input checked="" type="checkbox"/> Duties meet class specification and allocation guidelines.<br><input type="checkbox"/> Exceptional allocation, 625 on file.   | PMG Analyst initials | Date approved |
|   | BL                   | 9/29/2022     |
| <b>Reasonable Accommodation Unit use ONLY</b> ( <i>completed after appointment, if needed</i> )<br>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:  |                      |               |

**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