

POSITION STATEMENT

1. POSITION INFORMATION	
CIVIL SERVICE CLASSIFICATION: Employment Program Manager II	WORKING TITLE: Section Manager
NAME OF INCUMBENT: <i>Click here to enter text.</i>	POSITION NUMBER: 280-853-9197-946
SECTION/UNIT: ARU 853 - UI Center Oakland	SUPERVISOR'S NAME: Philomena Nwebube
DIVISION: UI Northern Operations Division	SUPERVISOR'S CLASSIFICATION: EDA
BRANCH: Unemployment Insurance	REVISION DATE: 8/10/2023
Duties Based on: <input checked="" type="checkbox"/> Full Time – 12 Month Limited Term Assignment <input type="checkbox"/> Part Time – Fraction _____ <input type="checkbox"/> Temporary – _____ hours	
2. REQUIREMENTS OF POSITION	
Check all that apply: <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Conflict of Interest Filing (Form 700) Required <input checked="" type="checkbox"/> May be Required to Work in Multiple Locations <input type="checkbox"/> Requires DMV Pull Notice <input checked="" type="checkbox"/> Travel May be Required <input checked="" type="checkbox"/> Call Center/Counter Environment <input checked="" type="checkbox"/> Requires Fingerprinting & Background Check <input type="checkbox"/> Bilingual Fluency (specify below in Description) <input type="checkbox"/> 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 for meetings and training may be required	
<p>Under the general direction of the Employment Development Administrator Multifunctional Center Office Manager, serves as Section Supervisor.</p> <p>Provides leadership to the subordinate staff by modeling the mission, vision, values and marketing of the Employment Development Department (EDD) and the Branch in everyday interactions with staff as well as with internal and external customers. Responsible for demonstrating a commitment to the Multifunctional Center effort, working with staff to plan for effective and efficient delivery of assigned program components consistent with these recognized quality goals and leading staff in celebrating the successes of the program. Directly supervises the first level managers in their section. Participates in the establishment and maintenance of effective working relationships with staff, management and partner offices and responsible for training and staff development.</p> <p>Responsible for daily operations of the Multifunctional Center which may include Determinations, Appeals, Adjustments, Overpayments, Payment Authorization, Clerical and Claim Filing staff. Organizes workflow and resources to achieve the desired objective of quality of production. Ensures that the Center is consistent with mandated statewide policies and procedures by providing expert knowledge of complex automated systems, data relationships, productivity forecasting, and budget and resource management to produce reports, measuring outcomes and expenditures to the Multifunctional Manager/s and Division staff.</p> <p>May act as liaison between the Multifunctional Centers, Consolidated UI Services Centers (CUISC) and partner offices for the delivery of services to internal and external customers in accordance with statewide standardized policy to ensure consistent statewide application of law, policy and customer treatment regardless of location. May also be responsible for facility planning and maintenance.</p>	

3. DUTIES AND RESPONSIBILITIES OF POSITION	
Summary Statement (Briefly describe the position's organizational setting and major functions):	
Percentage of Duties	Essential Functions
35%	<p>Personnel Management</p> <p>Oversees the operations of 3-4 Employment Program Manager I (EPMI) and their staff and assists them in achieving performance objectives outlined in their respective Leadership Competency Development Plans. Provides appropriate coaching, mentoring, and counseling to Multifunctional Center staff in response to situations/ needs as they arise. Initiates corrective action when appropriate.</p> <p>Reviews and analyzes Multifunctional Center personnel needs and apprises the Managers of issues that could potentially impact the delivery of service. Ensures that the proper action is taken in a timely manner to meet with operational needs. Ensure personnel and payroll are timely and correctly processed in compliance with EDD's policies and procedures.</p> <p>Monitors for compliance with personnel legislation for factors such as Americans with Disabilities Act (ADA) and the California Fair Employment and Housing Act. Ensures Multifunctional Center supervisors are trained in the regulations to enable mandated compliance.</p> <p>Ensures Multifunctional Center supervision documents pertaining to all potential personnel/labor relations' issues are followed through with appropriate actions. Provides timely and objective feedback to the Managers on these issues. Provides instructions/communications to managers for unsolved problems and/or pending resolutions which could potentially impact services or policies as they occur.</p>
30%	<p>Program Management</p> <p>Ensures approved/recognized performance levels, such as good customer service, are attained. Monitors to ensure customer satisfaction indicators are achieved.</p> <p>Ensures staff are adequately trained in the Multifunctional Center environment through personal observation of the work performed by the unit, formal scheduled evaluations such as Nonmonetary Determinations Quality Review/Tripartite (NDQRT), routinely conducts Field Office Basic Evaluation System (FOBES) to ensure evaluations are being completed as scheduled and that corrective action is taken and documented when necessary; including but not limited to any interim evaluation necessary. Takes prompt measures to correct identified deficiencies on a continuous basis.</p> <p>Ensures staff file UI claims, determine benefits, authorize payments and respond to questions from UI claimants, Workforce Service (WS) applicants, employers and other customers in a professional, accurate and timely manner.</p> <p>Ensures new/transitional staff are trained and provided on-the-job training appropriately and in a timely manner. Ensures that appropriate language resources are available to meet the needs of the diverse clientele.</p> <p>Monitors the CCPulse and Verizon reports. Analyzes findings to identify trends and patterns, and drafts a corrective action plan for approval by the Multifunctional Center Office Manager. Effectively utilizes the automated systems to ensure timely service, produce reports, monitor costs vs. outcomes, and completes analysis in support of program/policy recommendations.</p> <p>Acts as backup liaison between the Multifunctional Center and partner offices. Maintains adequate technical knowledge of EDD programs, including WS, UI, Disability Insurance (DI), and Tax to professionally represent and support EDD in the community and provide contemporary input to issues.</p>

30%	<p>Administrative Management</p> <p>Assists with implementing Department and Division policy in the Multifunctional Center while simultaneously monitoring the operation to identify any necessary modification in policy/procedure to respond to specific customer needs. Communicates timely and provides objective feedback to the Office Manager on these issues. Assists with planning and coordination of complex and sensitive issues both internal and external, where multiple EDD offices are involved.</p> <p>Assists with coordinating, managing, and monitoring the Multifunctional staff and budget resources. Assists with monitoring the disbursement of operation expenses and equipment funds allocated to the center by reviewing travel, training and equipment funds and by reviewing expenditures to ensure they are appropriate and within budgetary allocations. Assists with monitoring the coordination of workload input, ensuring program expenditures are within budgetary constraints.</p> <p>Assists with the safety and security of staff, premises, equipment and fiscal and data resources. Immediately elevates information on a timely basis for any issues that cannot be resolved locally or that may have statewide impact.</p> <p>Assists with maintaining the security of data and voice communication systems utilized by the office. Approves access to appropriate systems and system levels, including the Global Security System. Ensures that information security instructors are provided and adhered to by all staff.</p> <p>Assists with maintaining proper fraud prevention controls. Ensures compliance with all elements of the Internal Control Checklist.</p>

Marginal Functions

5% Performs other duties as assigned.

4. WORK ENVIRONMENT (Choose all that apply)

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: <i>Click here to enter text.</i>	

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: Working in a large call center environment interacting with internal and external customers.

5. SUPERVISION

Supervision Exercised: Directly - 3-4 EPM Is; Indirectly – 30-40 EPRs

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>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. <input type="checkbox"/> Exceptional allocation, 625 on file.	PMG Analyst initials	Date approved
	NA	8/10/2023
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: <i>Click here to enter text.</i>		

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