

POSITION STATEMENT

1. POSITION INFORMATION	
CIVIL SERVICE CLASSIFICATION: Employment Program Representative	WORKING TITLE: UI Services Representative
NAME OF INCUMBENT: <i>Click here to enter text.</i>	POSITION NUMBER: 280-017-9194-XXX
SECTION/UNIT: ARU 017 – UIC Anaheim	SUPERVISOR’S NAME:
DIVISION: Southern Operations Division	SUPERVISOR’S CLASSIFICATION: Employment Program Manager I
BRANCH: Unemployment Insurance	REVISION DATE: 10/1/2023
Duties Based on: <input type="checkbox"/> Full Time <input type="checkbox"/> Part Time – _____ Fraction <input checked="" 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 checked="" 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>):	
Required to work in a large call center environment interacting with other personnel in person. May be required to telework. Cantonese bilingual position required.	
3. DUTIES AND RESPONSIBILITIES OF POSITION	
Summary Statement (Briefly describe the position’s organizational setting and major functions):	
<p>Under supervision of an Employment Program Manager I, the Employment Program Representative will determine claimant eligibility for Unemployment Insurance benefits, conduct fact-finding interviews, respond to inquiries, and perform claim processing activities in accordance with laws, regulations, policies and precedent decisions; will provide prompt, accurate and courteous customer service; may conduct training or assist as a mentor. Travel and/or overtime may be required.</p>	
Percentage of Duties	Essential Functions
30%	Independently review, investigate, and determine claimant eligibility for Unemployment Insurance benefits, in accordance with laws, regulations, policies and precedent decisions. Issue written notification to the claimant when applicable. Authorize and issue Unemployment Insurance benefit payments to eligible claimants.
30%	Conduct Unemployment Insurance fact finding interviews with employers, claimants and other contacts; document all facts, findings, actions, and decisions; forward documentation for special handling and claim action as appropriate.

30%	Respond to employer, claimant, and third party inquiries through written, electronic, or telephonic methods; inform claimants and employers of their rights and responsibilities under the Unemployment Insurance Program.	
Percentage of Duties	Marginal Functions	
5%	Participate in meetings, work groups, special projects, or focus groups as needed.	
5%	Perform other duties as assigned.	
4. WORK ENVIRONMENT <i>(Choose all that apply)</i>		
Standing: Occasionally - activity occurs < 33%	Sitting: Continuously - activity occurs > 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 type="checkbox"/> Required to work in the lobby <input type="checkbox"/> Required to work at a public counter <input checked="" type="checkbox"/> Required to assist customers on the phone <input type="checkbox"/> Required to assist customers in person <input checked="" type="checkbox"/> Other: May be required to telework		
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>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.	CPG Analyst initials	Date approved
	KT	9/29/2024
Reasonable Accommodation Unit use ONLY <i>(completed after appointment, if needed)</i>		

Civil Service Classification
Employment Program Representative

Position Number
280-017-9194-XXX

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.

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