

POSITION STATEMENT

1. POSITION INFORMATION

Civil Service Classification Employment Program Representative	Working Title Workforce Services Program Representative
Name of Incumbent <i>Click here to enter text.</i>	Position Number 280-045-9194-035 & 038
Section/Unit Salinas Workforce Services ARU #045	Supervisor's Name Ernestina Clark-Castillo
Division Los Angeles/Coastal Workforce Services 914	Supervisor's Classification Employment Program Manager I
Branch Workforce Services Branch	Duties Based on: <input checked="" type="checkbox"/> Full Time <input type="checkbox"/> Part Time - Fraction Intermittent
	Revision Date 5/15/2018

2. REQUIREMENTS OF POSITION

Check all that apply:

- | | |
|---|---|
| <input type="checkbox"/> Conflict of Interest Filing (Form 700) Required | <input 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.*)

Bilingual- Spanish

Occasional travel to meetings, training and coverage for other offices within the Cluster is needed for operational needs. Bilingual Spanish 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. Increases the range of services to customers, and promotes Employment Development Department (EDD) and WS programs and/or services.

3. DUTIES AND RESPONSIBILITIES OF POSITION (continued)

Percentage
of Duties

Essential Functions

35% CUSTOMER SERVICE REPRESENTATIVES (CSR)

Directs clients in a professional and courteous manner to appropriate lobby or resource computer terminals and provides assistance as needed so that clients may complete their CalJOBSSM and/or other operating system, enrollment, enter their resume, and self search for open job listings on a self-service basis. Directs customers at America's Job Centers of California One-Stop Centers and other partner locations that have Internet access to other service areas, which may include UI, DI, Employment Tax Services and workforce preparation resources. Provides or directs the customer with the appropriate information to assist in obtaining the service requested. Provides assistance to customers with physical limitations, registers customers in accordance with departmental policy. Monitors and mentors customers regarding EDD resources.

35% REEMPLOYMENT SERVICES AND ELIGIBILITY ASSESSMENT (RESEA) INTERVIEWER

Assists UI claimants, who have been selected through the RESEA pool and referred to an RESEA session, in their search for new employment. Reviews claimant's work search efforts and assess the claimants' UI eligibility. Enters into CalJOBSSM, scheduling parameters for RESEA appointments. Conducts a group orientation and then an intensive one-on-one interview including, but not limited to: verifying client's right to work; discussing client's effort to seek work; providing assistance to client to complete or update CalJOBSSM resume; providing information on supportive services and partner services available in One-Stops; assisting client with UI issues or refers client to appropriate resources or staff; searching CalJOBSSM for appropriate job openings and assisting client in activating job searches; searching other Internet Job Banks; providing specific Labor Market Information; and referring or scheduling client (if determined to be beneficial or eligible) to another one-on-one intensive interview other available workshops or partner services.

Posts attendance to CalJOBSSM by the close of business every day that schedules are populated. Completes a DE SUPP form and emails the designated UI department by 4PM every day, for those clients who attended and there are identified issues that required documentation.

Batches all DE 8531 forms (both "issues" and "no issues") daily and at the end of each week bundled with the "RESEA Batch Cover Sheet". Sends these batches weekly through regular mail to the UI RESEA staff. Documents all monthly stats for RESEA and submits stats report to management by the fifth working day of each month.

10% PERSONALIZED JOB SEARCH ASSISTANCE (PJSA) INTERVIEWER

Assists UI claimants, who have been selected through the PJSA pool and referred to a PJSA session, in their search for new employment.

Posts attendance to CalJOBSSM by the close of business every day that schedules are populated. Will perform duties similar to those of a Job Search Workshop Leader.

10% JOB SEARCH WORKSHOP/JOB CLUB LEADER

Identifies targeted participants through QMF, Workers Reemployment Profiling System, and referrals from partners and staff. Develops approved curriculum, prepares materials and facilitates appropriate workshop. Documents follow-up activities into CalJOBS as appropriate. Ensures customer satisfaction through verbal or written participant feedback.

5% COMPLAINT SPECIALIST

Reviews and responds to complaints and apparent violations in accordance with the WS Complaint System Manual. Responds to complaints involving the three categories of allegations concerning WS regulations and for employment-related law violations.

Ensures WS staff is aware of the location of the complaint log and the process and procedure for accepting complaints.

Informs staff of any changes to the complaint system procedures.

Percentage of Duties	Marginal Functions
5%	Perform other duties as assigned.

4. WORK ENVIRONMENT (Choose all that apply from the drop-down menus)

Standing: Intermittent (34-50%) Sitting: Repetitive (26-33%)
Walking: Occasional (13-25%) Temperature: Temperature Controlled Office Environment
Lighting: Artificial Lighting Pushing/Pulling: 1-25% of the time
Lifting: 1-25% of the time Bending/Stooping: 1-25%
Other: *Click here to enter text.*

Type of Environment: a. Cubicle b. Select c. Select d. Select

Interaction with Public: a. Required to work in the lobby. b. Required to work the public counter. c. Required to assist customers on the phone and in person..

5. SUPERVISION

Supervision Exercised (e.g., Directly – 1 Staff Services Manager I; Indirectly – 5 SSAs / AGPAs)
None

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 (Print)

Click here to enter text.

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 (Print)

Click here to enter text.

Supervisor's Signature

Date

7. HRSD USE ONLY

Personnel Management Group (PMG) Approval

Duties meet class specification and allocation guidelines.

PMG Analyst initials

Date approved

BB

5/25/2018

Reasonable Accommodation Unit use ONLY (completed after appointment, if needed)

* 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.

**** AFTER SIGNATURES ARE OBTAINED:**

- SEND A COPY OF POSITION STATEMENT TO HRSD (VIA YOUR ATTENDANCE CLERK) TO FILE IN THE EMPLOYEE'S OFFICIAL PERSONNEL FILE (OPF)
- FILE ORIGINAL IN THE SUPERVISOR'S DROP FILE
- PROVIDE A COPY TO THE EMPLOYEE