



# Employment Program Representative Disability Insurance Program Representative

**Exam Code: 8HRA101  
8HRA102**

**Department:** Employment Development Department

**Exam Type:** Departmental, Open

**Final Filing Date:** Continuous

## CLASSIFICATION DETAILS

**Employment Program Representative** - \$3,534.00 - \$5,500.00 per month

View the [classification specification](#) for the Employment Program Representative classification.

**Disability Insurance Program Representative** - \$3,534.00 - \$5,500.00 per month

View the [classification specification](#) for the Disability Insurance Program Representative classification.

## APPLICATION INSTRUCTIONS

Final Filing Date: Continuous

### Who Should Apply:

Applicants who meet the minimum qualifications as stated on this bulletin may apply for and take this examination.

Once you have taken this examination, you may not retake it for **twelve (12) months**.

### How To Apply:

The link to connect to the Training and Experience Evaluation is located farther down on this bulletin in the “Taking the Exam” section. **Special Testing Arrangements:**

If you require assistance or alternative testing arrangements due to a disability, please contact the testing department listed in the Contact section of this bulletin.

## **MINIMUM QUALIFICATIONS**

All applicants must meet the education and/or experience requirements as stated on this exam bulletin to be accepted into the examination. Part-time or full-time jobs, regardless of whether paid or volunteer positions, and inside or outside California state service will count toward experience.

### **Employment/Disability Insurance Program Representative**

#### **Either 1**

Four years of experience with the Employment Development Department. (Candidates who are within six months of completing the required experience will be admitted to the examination, however, they must meet the required experience before being considered eligible for appointment.)

#### **Or 2**

Completion of 60 semester units or 90 quarter units of college course work. **and**  
Two years of public contact experience providing services or information.

#### **Or 3**

Equivalent to graduation from college. (Must provide evidence of registration as a senior in a recognized institution to be admitted in the examination, and must secure evidence of graduation or its equivalent before being considered for appointment.)

## **POSITION DESCRIPTION**

### **Employment/Disability Insurance Program Representative**

#### **WORKFORCE SERVICES (WS) BRANCH**

The Employment Program Representative (EPR) in WS promotes self-service employment services for employers, job seekers, and partner organizations, if necessary, assists customers who are unable to use self-service equipment/programs. The EPR contacts employers to identify and list available jobs, and to promote and market EDD's services such as the automated labor exchange systems, placement services, the one-stop career center resources, and other specific programs. The EPR may provide information or act as liaison to customers with questions pertaining to other EDD programs. The EPR may manage a caseload and/or assist job seekers in meeting their employment goals or refers customers to partner resources. An EPR will be expected to perform these duties utilizing a personal computer while providing quality customer service in person or by telephone. The EPR may be co-located, with other agencies, working together in a partnership environment to provide services.

## **DISABILITY INSURANCE (DI) BRANCH**

The Disability Insurance Program Representative (DIPR) works in either a Claims Management Office, managing a caseload or in a Customer Service Center, receiving calls. The DIPR independently reviews claims, analyzes data, and determines eligibility in accordance with Disability Insurance laws, rules, regulations, and policies and procedures. The DIPR discusses claim information and program requirements with customers and the public in an automated phone environment and/or in person, while simultaneously inputting and accessing automated data systems.

## **LOCAL VETERANS' EMPLOYMENT REPRESENTATIVE (LVER)**

Applicants who meet the criteria for LVER or the DVOP positions will be required to self-certify their veteran status. Proof of eligibility will be required at the time of hire (i.e. United States Department of Veterans Affairs [U.S. DVA] Disability Rating Award, and/or U.S. DVA Civil Service Preference Letter, and/or a Certificate of Release or Discharge from Active Duty [form DD-214]).

## **DISABLED VETERANS' OUTREACH PROGRAM (DVOP)**

Some positions for the class of EPR are funded specifically to perform specialist duties for the DVOP or the LVER. Due to federal hiring criteria, EDD is required to hire DVOP or the LOCAL VETERANS' EMPLOYMENT REPRESENTATIVE (LVER) in the following order: 1) Category I – disabled veteran, 2) Category II – veteran, 3) Category III – Spouse as defined in Title 38, United States Code, Section 4101.

## **UNEMPLOYMENT INSURANCE (UI) BRANCH**

The EPR in UI assists customers in filing UI benefit claims, authorizes payment or provides information on claim status. The EPR independently reviews, investigates, and determines if an individual is eligible or ineligible to receive UI benefits in accordance with UI laws, rules, regulations, and procedures. An EPR informs customers and employers of their rights and responsibilities under the UI program. These services are provided by telephone in a non-public, call-center environment that includes the use of automated data systems.

## **EXAMINATION SCOPE**

This examination consists of the following components:

**Life Experience Questionnaire** – Weighted 100% of the final score.

The examination will consist solely of a **Life Experience Questionnaire**. To obtain a position on the eligible list, a minimum score of 70% must be received. Applicants will receive their score upon completion of the Training and Experience Evaluation process.

In addition to evaluating applicants' relative knowledge, skills, and ability, as demonstrated by quality and breadth of education and/or experience, emphasis in each exam component will be measuring competitively, relative job demands, each applicant's:

**Employment Program Representative Knowledge of:**

1. General economic conditions and trends
2. California industrial, labor, business and agricultural conditions, trends, employment practices, and employment and training requirements
3. Factors affecting labor supply and demand
4. Labor, management, employer, and governmental organizations concerned with the Department's programs
5. Provisions of State and Federal laws and services available to veterans
6. Problems of economically disadvantaged individuals, groups, and communities
7. Scope and availability of programs and services designed to alleviate social problems through employment and training processes
8. Automated data systems; principles of unemployment insurance
9. Interviewing techniques utilized in claims determination work including adjudication

**Ability to:**

1. Interpret and accurately apply written laws, rules, regulations, policies and procedures.
2. Gather and analyze data and reason logically.
3. Analyze situations accurately and take effective action.
4. Communicate effectively in English, both in person and by telephone.
5. Prepare clear and concise written reports and/or oral presentations.
6. Provide and maintain cooperative relations and courteous customer service with those contacted in the course of work.
7. Gain the confidence of employers, job seekers, claimants, medical providers, and community organizations.
8. Relate to all members of the community and be sensitive to their issues and needs.
9. Exercise sound judgment, independence and initiative in carrying out multiple responsibilities, within a team environment.
10. Secure, evaluate, analyze and record facts through an interview process and/or from written documents.
11. Comprehend and effectively execute the operation of automated systems utilizing keyboard and personal computer (PC) skills.

## Disability Insurance Program Representative Knowledge of:

1. General labor, economic, and business trends
2. labor market conditions
3. interviewing techniques
4. principles of insurance payments programs
5. medical terminology and common medical references used in interpreting medical findings
6. employment practices and conditions and physical demands of occupations in industrial, domestic, professional, commercial, and agricultural employment in California
7. workers' compensation and employer liability laws affecting California workers
8. provisions of State and Federal laws affecting disability insurance programs

## Ability to:

1. Interpret and apply provisions of the California Unemployment Insurance Code, rules, regulations, policies, and procedures of the Employment Development Department, and precedent decisions of the California Unemployment Insurance Appeals Board and Workers' Compensation Appeals Board relating to the Disability Insurance program laws, rules, regulations, policies, and procedures
2. gather and analyze data and reason logically
3. comprehend written material and interpret and apply rules and instructions
4. communicate effectively
5. analyze situations accurately and take effective action
6. utilize automated data systems
7. interpret medical facts and determine the probable duration of disability
8. secure and evaluate facts and evidence by interview or correspondence, make sound decisions, and present testimony at hearings
9. establish and maintain cooperative relations with others
10. relate to members of all ethnic, racial, and disability groups and be sensitive to community group needs.

## ELIGIBLE LIST INFORMATION

A departmental, open eligible list for the Employment/Disability Insurance Program Representative classifications will be established by the California Department of Human Resources for use by:

### Employment Development Department

The names of **successful** competitors will be merged onto the eligible list in order of final score regardless of exam date. Eligibility expires **eighteen (18) months** after it is established. Applicants must then retake the examination to reestablish eligibility.

Veterans' Preference will be granted for this examination. In accordance with Government Codes 18973.1 and 18973.5, whenever any veteran, or widow or widower of a veteran achieves a passing score on an open examination, he or she shall be ranked in the top rank of the resulting eligible list.

Veterans status is verified by the California Department of Human Resources (CalHR). Information on this program and the Veterans' Preference Application (Std. 1093) is available [online](#). Additional information on veteran benefits is available at the Department of Veterans Affairs.

Career Credits **will not** be added to the final score for this exam, because it does not meet the requirements to qualify for Career Credits.

## EXAMINATION INFORMATION

[Preview the Life Experience Questionnaire](#)

## PREPARING FOR THE EXAMINATION

Here is a list of suggested resources to have available prior to taking the exam.

**Employment History:** Employment dates, job titles, organization names and addresses, names of supervisors or persons who can verify your job responsibilities, and phone numbers of persons listed above.

**Education:** School names and addresses, degrees earned, dates attended, courses taken (verifiable on a transcript), persons or office who can verify education, and phone numbers of persons or offices listed above.

**Training:** Class titles, certifications received, names of persons who can verify your training, and phone numbers of persons listed above.

## TAKING THE EXAMINATION

Take the online [Life and Experience Questionnaire](#) for the **Employment/Disability Insurance Program Representative** classifications.

## TESTING DEPARTMENTS

Employment Development Department

## CONTACT INFORMATION

Questions regarding this examination should be directed to:

California Department of Human Resources  
Attn: Examination Services  
1515 S Street, North Building, Suite 500 Sacramento, CA 95811

Phone: 1-866-844-8671

Bulletin Date: 12/28/2022

California Relay Service: 1-800-735-2929 (TTY), 1-800-735-2922 (Voice)

TTY is a Telecommunications Device for the Deaf, and is reachable only from phones equipped with a TTY Device.

## **EQUAL OPPORTUNITY EMPLOYER**

The State of California is an equal opportunity employer to all, regardless of age, ancestry, color, disability (mental and physical), exercising the right of family care and medical leave, gender, gender expression, gender identity, genetic information, marital status, medical condition, military or veteran status, national origin, political affiliation, race, religious creed, sex (includes pregnancy, childbirth, breastfeeding, and related medical conditions), and sexual orientation.

## **DRUG-FREE STATEMENT**

It is an objective of the State of California to achieve a drug-free State work place. Any applicant for State employment will be expected to behave in accordance with this objective, because the use of illegal drugs is inconsistent with the law of the State, the rules governing civil service, and the special trust placed in public servants.

## **GENERAL INFORMATION**

Examination and/or Employment Application (STD 678) forms are available at the California Department of Human Resources, local offices of the Employment Development Department, and through your [CalCareer Account](#).

If you meet the requirements stated on this examination bulletin, you may take this examination, which is competitive. Possession of the entrance requirements does not assure a place on the eligible list. Your performance in the examination described in this bulletin will be rated against a predetermined job-related rating, and all applicants who pass will be ranked according to their score.

The California Department of Human Resources (CalHR) reserves the right to revise the examination plan to better meet the needs of the service, if the circumstances under which this examination was planned change. Such revision will be in accordance with civil service laws and rules and all applicants will be notified.

General Qualifications: Applicants must possess essential personal qualifications including integrity, initiative, dependability, good judgement, the ability to work cooperatively with others, and a state of health consistent with the ability to perform the assigned duties of the class. A medical examination may be required. In open examinations, investigation may be made of employment records and personal history and fingerprinting may be required.

Eligible Lists: Eligible lists established by competitive examination, regardless of date, must be used in the following order: 1) sub-divisional promotional, 2) departmental promotional, 3) multi-departmental promotional, 4) servicewide promotional, 5) departmental open, 6) open. When there are two lists of the same kind, the older must be used first. Eligible lists will expire in one to four years unless otherwise stated on the bulletin.

High School Equivalence: Equivalence to completion of the 12<sup>th</sup> grade may be demonstrated in any one of the following ways: 1) passing the General Education Development (GED) Test; 2) completion of 12 semester units of college-level work; 3) certification from the State Department of Education, a local school board, or high school authorities that the competitor is considered to have education equivalent to graduation from high school; or 4) for clerical and accounting classes, substitution of business college work in place of high school on a year-for-year basis.