EMPLOYMENT PROGRAM MANAGER I, EMPLOYMENT DEVELOPMENT DEPARTMENT

DEPARTMENTAL PROMOTIONAL EXAMINATION – STATEWIDE

(For EDD Employees Only)

Testing Department:	Employment Development Department
Bulletin Release Date:	October 28, 2016
FINAL FILING DATE:	**November 14, 2016**
Salary Range:	$4,602 - $5,762 per month

POSITION DESCRIPTION

An Employment Program Manager I (EPM I) performs a variety of management-related work necessary to administer a number of departmental programs, including the workforce services and unemployment insurance programs.

An EPM I is the first supervisory level in a field office or service point setting. An EPM I either provides leadership in managing the activities of a small office; or supervises one or more program units in a medium or large office.

Positions exist Statewide.

WHO SHOULD APPLY

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

This is a **DEPARTMENTAL PROMOTIONAL** examination for the **Employment Development Department (EDD)**. Competition is limited to:

1. Employees who have a permanent civil service appointment with the EDD by the final filing date; or
2. Current or former employees of the Legislature with two or more years as defined in the Government Code 18990; or
3. Current or former non-elected exempt employees of the Executive Branch with two or more consecutive years as defined by Government code 18992; or
4. Persons retired from the United States military, honorably discharged from active military duty with a service-connected disability, or honorably discharged from active duty as defined in Government Code 18991. **Veterans must provide a copy of their DD214 for entrance requirements**. Please attach your DD214 to your application. **Veterans' preference will not be granted in promotional examinations.**

For applicants under items 2, 3, or 4 on the prior page, if promotional examinations are given by more than one department for the same classification, the applicant must select one department in which to compete. Refer to the General Information, Promotional Examinations Only section of this bulletin for other eligibility requirements. Under certain circumstances, former EDD employees may be allowed to compete under the provision of Rule 235.

MINIMUM QUALIFICATIONS

All applicants must meet the experience and/or education requirements for this examination **by the final filing date.**

EITHER I

Two years of full-time equivalent experience in the California state service performing the duties of an Employment Program Representative, Range C, or one year of experience as an Employment Program Supervisor I; Employment Program Supervisor II; Employment Development Specialist I, Range B; or Employment Development Specialist II. (Candidates who are within six months of completing the required experience will be admitted to the examination; however, they must complete the required experience before being considered eligible for appointment.)

OR II

Five years of administrative or management experience in the fields of personnel or placement services, human resources, or employment and training. Three years of the required experience must have been in a supervisory or managerial capacity.

(Experience in the California state service applied toward this requirement must include at least two years of full-time equivalent experience performing the duties of an Employment Program Representative, Range C, or one year of experience as an Employment Program Supervisor I or Employment Development Specialist I.)

DESIRABLE QUALIFICATIONS

Experience in EDD supervising professional or technical staff.

FILING INSTRUCTIONS

Examination Applications (STD. 678) are available at the California Department of Human Resources Careers page at http://jobs.ca.gov/pdf/std678.pdf.

All Examination Applications must be **POSTMARKED** no later than the final filing date in order to be considered for the examination. Applications not sent through the U.S. Postal Service (i.e., hand carried to the Human Resource Services Division) must be RECEIVED BY 5:00 P.M. ON THE FINAL FILING DATE. Use of EDD metered mail, interoffice mail (e.g., red or gold bag), and faxed applications are prohibited. Submit applications directly to:

MAILING ADDRESS:
Employment Development Department
Human Resource Services Division, MIC 54
Attention: **EPM I Exam**
P.O. Box 826880
Sacramento, CA 94280-0001

FILE IN-PERSON ADDRESS:
Employment Development Department
Human Resource Services Division, MIC 54
Attention: **EPM I Exam**
751 N Street, 6th Floor Solar Building
Sacramento, CA 95814

NOTE: All Applications MUST include a current, valid email address as examination material may be sent via e-mail, e.g., examination notices, access to examination material, etc. It is the candidate's responsibility to ensure the email address listed on their application is current and valid. Failure to provide a current and valid email address may result in non-receipt of exam information in a timely manner which could result in disqualification from the examination.

Applications must also contain the following information: "to" and "from" dates (month/day/year) of employment, time base, civil service class title(s), and range, if applicable. In addition, college course information MUST include: title, semester or quarter credits, name of institution, completion dates, and degree (if applicable). Applications received without this information may be rejected.

SPECIAL TESTING ARRANGEMENTS

If you need an accessible test location, an interpreter, or other special testing arrangements because of a disabling condition or your religious beliefs, please complete question 2 and/or 3 on page 1 of the Examination Application (STD 678). You will be contacted and necessary arrangements will be made.

EXAMINATION INFORMATION

This examination will consist of a **Qualifications Assessment** weighted 100%. In order to obtain a position on the eligible list, a minimum rating of 70% must be attained.

QUALIFICATIONS ASSESSMENT – WEIGHTED 100%

It is anticipated that candidates who meet the minimum qualifications for this exam will be sent an email the week of **December 5, 2016** to the e-mail address provided on their application, which will contain a link to access the Qualifications Assessment to complete. **It is the candidate's responsibility** to contact the Human Resource Services Division at EDDExaminations@edd.ca.gov if they have not received an email **by December 8, 2016**. Please monitor your e-mail account's SPAM, Junk, Bulk, etc. folder(s) as the examination e-mail may be filtered depending on their specific account settings.

COMPETITORS WHO DO NOT COMPLETE THE QUALIFICATIONS ASSESSMENT OR DO NOT SUBMIT IT BY THE DUE DATE WILL BE DISQUALIFIED FROM THE EXAMINATION PROCESS.

SCOPE OF THE EXAMINATION

A. KNOWLEDGE OF:

1. EDD's mission, values, management philosophy, and internal and external customer service needs.
2. Economic development principles.
3. Principles and practices of personnel management including equal employment opportunity, employee-employer relations, active listening, team building, staff empowerment, and staff training and development.
4. Coaching techniques.
5. Vertical/lateral communication and non-confrontational problem resolution.
6. Principles and practices of public administration, including office management, fiscal controls, and staffing.
7. State and Federal funding mechanisms.
8. Automated systems and their applications as they relate to EDD's programs and services.
9. EDD's support systems, including business services, fiscal, personnel, legislative liaison, marketing, and labor market information.
10. State, local, and departmental procedures and methods to ensure a healthy work environment, equipment safety, and emergency services.
11. Community demographics, special customer group needs, and employer and labor market needs and trends.
12. Community-based organizations and the services they extend.
13. Job training programs and role of the Local Workforce Innovation and Opportunity Act.
14. Provisions of the California Unemployment Insurance Code and Federal and departmental regulations.
15. Political and economic trends as they relate to EDD's services.

SCOPE OF THE EXAMINATION *(CONTINUED)*

B. ABILITY TO:

1. Foster and maintain effective working relationships with both internal and external customers.
2. Gather and analyze data.
3. Formulate, implement, and evaluate multiple programs and reason logically in measuring and improving EDD's services.
4. Make decisions and accept accountability.
5. Communicate effectively.
6. Plan, organize and direct the work of others.
7. Apply innovation, leadership, and vision to EDD's programs and engender involvement and empowerment in implementation of EDD's mission, values, management philosophy, and customer services.
8. Create a work environment and methods for staff to develop skills and career opportunities.
9. Participate in community education and concerns relating to employment problems and EDD's programs.
10. Establish EDD in the community as a service provider, labor exchange, and economic development resource.
11. Build an atmosphere for professional open communication, fair and equal treatment, and non-confrontational problem solving in regards to performance, operation, and administrative situations.
12. Treat others with respect and dignity and apply common sense and good judgment in all management practices.
13. Implement equal employment opportunity policies.

ELIGIBLE LIST INFORMATION

Names of successful competitors will be merged onto the existing **DEPARTMENTAL PROMOTIONAL** list for use by the Employment Development Department. Eligibility expires **24** months after it is established unless the needs of the services and conditions of list warrant a change in this period.

COMPETITORS MAY COMPETE ONLY ONCE IN ANY CONSECUTIVE 12-MONTH PERIOD.

VETERANS' PREFERENCE

Veterans' Preference will not be granted in the examination, as it does not meet the requirements to qualify for Veterans' Preference.

CAREER CREDITS

Career Credits will not be added to this final score of this examination, as it does not meet the requirements to qualify for Career Credits.

EQUAL EMPLOYMENT OPPORTUNITY

The State of California is an equal opportunity employer to all, regardless of age, ancestry, color, disability (mental and physical), exercising the right to 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.

CONTACT INFORMATION

The EDD encourages all potential applicants to read this entire bulletin. All inquiries about this examination should be directed to EDDExaminations@edd.ca.gov**.** Please include the examination title, **EMPLOYMENT PROGRAM MANAGER I**, in the subject line. Also, you may contact the HR Consultant, Colette Kavanaugh, at (916) 654-7068.

GENERAL INFORMATION

THE EMPLOYMENT DEVELOPMENT DEPARTMENT (EDD) reserves the right to revise the examination plan to better meet the needs of the service if the circumstances change under which this examination was planned. Such revision will be in accordance with civil service laws and rules and all candidates will be notified.

IT IS THE CANDIDATE'S RESPONSIBILITY to contact the Employment Development Department, Human Resource Services Division at (916) 654-7068, three weeks after the FINAL FILING DATE if he/she has not received a notice via email or U.S. mail.

If you meet the requirements stated on this bulletin you may take this examination, which is competitive. Possession of the entrance requirement(s) does not ensure a place on the eligible list. Your performance in the examination described on this bulletin will be compared with the performance of the other candidates who take this examination, and all candidates who pass will be ranked according to their scores.

EXAM APPLICATIONS (STD 678) are available on the Internet at http://jobs.ca.gov/pdf/std678.pdf

GENERAL QUALIFICATIONS: Candidates must possess essential personal qualifications including integrity, initiative, dependability, good judgment, an ability to work cooperatively with others, and a state of health consistent with the ability to perform the assigned duties of the class.

ELIGIBLE LISTS: Eligible lists established by competitive examination, regardless of date, must be used in the following order: 1) subdivisional promotional, 2) departmental promotional, 3) multi-departmental promotional, 4) servicewide promotional, 5) departmental open, 6) open eligible list. 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 this bulletin. In the case of continuous testing examinations, names are merged into the appropriate eligible lists in order of final examination scores regardless of the date of the examination and the resulting eligible lists will be used only to fill vacancies in the area shown on the bulletin.

PROMOTIONAL EXAMINATIONS ONLY: Veterans' Preference is not granted in promotional examinations. Competition is limited to those applicants who meet one of the criteria listed on page 1 of this bulletin. Under certain circumstances other employees may be allowed to compete under provisions of Rules 234, 235, and 235.2. State Personnel Board Rules 233, 234, 235, 235.2, and 237 contain provisions regarding civil service status and eligibility for promotional examinations. These rules may be reviewed at the EDD's Human Resource Services Division, at the California Department of Human Resources, and on the Internet at www.jobs.ca.gov

EMPLOYMENT DEVELOPMENT DEPARTMENT
Human Resource Services Division, MIC 54
P.O. Box 826880
Sacramento, CA 94280-0001
Telephone: (916) 654-7827
Website: www.edd.ca.gov

California Relay Service for Hearing Impaired:
From TDD Phone: (800) 735-2929
From Voice Phone: (800) 735-2922

TDD is a Telecommunications Device for the Deaf and is reachable only from telephones equipped with a TDD device.