



**EMPLOYMENT
PROGRAM MANAGER III**

**DEPARTMENTAL PROMOTIONAL
EXAMINATION – STATEWIDE**
(For EDD Employees Only)

Testing Department: Employment Development Department
Bulletin Release Date: October 20, 2014
FINAL FILING DATE: **November 3, 2014**
Salary: \$5418 - \$6784

POSITION DESCRIPTION

An Employment Program Manager III (EPM III) models the EDD's vision, culture, values and code of ethics for internal and external customers and is a visible representative in the community. An EPM III leads effectively by translating the organizational vision into specific initiative. An EPM III ensures continuous process improvement by establishing quality indicators, analyzing data and maximizing organizational performance to ensure quality customer services. An EPM III establishes an environment that provides for the coaching and mentoring of staff while communicating difficult or complex ideas effectively.

Division Office Environment - An EPM III may serve as Chief or Staff or administrative assistant.

Workforce Services Branch - An EPM III serves as a manager in a large office or multiple sites. Duties may include management of several sites, serving on One-stop Center management committees, and serving on Workforce Investment Board(s).

Unemployment Insurance - An EPM III serves as the second level supervisor providing leadership in administering the activities of multiple units, and may serve as the alternate manager.

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.**

WHO SHOULD APPLY (CONTINUED)

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.**

Qualifying experience may be combined on a proportionate basis if the requirements stated below include more than one pattern and are distinguished as "Either I" "Or II". For example, candidates' possessing qualifying experience amounting to 50% of the required time of Pattern I, and additional experience amounting to 50% of the required time of Pattern II, may be admitted to an examination as meeting 100% of the overall experience requirements.

EITHER I

One year of experience in the California state service performing the duties of an Employment Program Manager I, Employment Program Manager II, Employment Development Specialist II; or two years of experience performing the duties of an Associate Governmental Program Analyst in an Operations Branch setting.

(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 supervisory or managerial experience in the fields of personnel or placement services, human resources, or employment and training.

(Experience in the California state service applied toward this requirement must include at least one year of experience performing the duties of an Employment Program Manager I.)

DESIRABLE QUALIFICATIONS

Experience in EDD supervising professional or technical staff.

CROSS FILING INFORMATION

A **DEPARTMENTAL PROMOTIONAL** examination is also being administered for the class of **EMPLOYMENT PROGRAM MANAGER II**. Applicants who meet the minimum qualifications and wish to participate in both examinations may file **one application** for both examinations; however, submitted applications **MUST** include each class title for which the applicant wishes to participate. Applicants will be considered only for the examination(s) specified on their application.

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.

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 III EXAM**
P.O. Box 826880
Sacramento, CA 94280-0001

FILE IN-PERSON ADDRESS:

Employment Development Department
Human Resource Services Division, MIC 54
Attention: **EPM III 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.

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 1, 2014** 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 Thursday, December 4, 2014. 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.

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.

SCOPE OF THE EXAMINATION

A. KNOWLEDGE OF:

1. Employment Development Department's (EDD) mission, values, management philosophy, and internal and external customer service needs.
2. Principles and practices of personnel management including Equal Employment Opportunity and employer-employee relations (Ralph C. Dills Act).
3. Effective coaching techniques, team building, staff, training and development.
4. Effective vertical and lateral communication, as well as nonconfrontational problem resolution.
5. State, local and departmental procedures and methods to ensure a healthy work environment, equipment safety, and emergency services.

B. ABILITY TO:

1. Build and maintain effective working relationships with both internal and external customers.
2. Identify, collect, and analyze the data needed to make decisions.
3. Formulate, implement, and evaluate multiple programs and reason logically in measuring and improving EDD's services.
4. Use appropriate decision-making processes and demonstrate accountability.
5. Share information accurately and clearly.
6. Plan, organize and direct the work of others.
7. Build an atmosphere for professional open communication, fair treatment, and nonconfrontational problem solving in regards to performance, operation, and administrative situations.
8. Treat others with courtesy and respect, listen attentively; use objective criteria when dealing with performance, operational, and administration issues.
9. Fulfill management responsibilities under the Ralph C. Dills Act (State Employer/Employee Relations).

VETERANS' PREFERENCE AND CAREER CREDITS

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

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 III**, in the subject line. Also, you may contact the Exam Analyst, Stephanie Mayer, at (916) 654-8634.

EQUAL EMPLOYMENT OPPORTUNITY

California State Government – An Equal Opportunity Employer to all regardless of race, color, creed, national origin, ancestry, sex, marital status, disability, religious or political affiliation, age, or 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

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) 654-6869 or (916) 654-8634, 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 are not granted in promotional examinations. Competition is limited to those applicants who meet one of the criteria listed on pages 1 and 2 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/Exam Hotline: (916) 654-6869
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.