



DISABILITY INSURANCE PROGRAM MANAGER III

DEPARTMENTAL PROMOTIONAL EXAMINATION – STATEWIDE (For EDD Employees)

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

POSITION DESCRIPTION

A Disability Insurance Program Manager III (DIPM III) serves as manager of a large sized Disability Insurance (DI) field office. A DIPM III supports the branch and department vision, mission, values and goals and acts as a coach and role model to members of the management team and to all staff. The DIPM III is responsible for planning, organizing, directing, and evaluating DI program activities both directly and through subordinate managers and supervisors. The DIPM III ensures continuous process improvement by establishing quality indicators and utilizing data-based decision-making processes to ensure quality customer service. The DIPM III ensures services are delivered in compliance with laws, policies, and procedures governing the DI program and emphasizes program integrity and duration control. Duties include, but are not limited to, effective administration of budgets and personnel management.

Positions exist Statewide.

WHO SHOULD APPLY

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

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

1. Employees who have a permanent civil service appointment with the EDD by 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, 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 education and/or experience requirements for this examination **by the final filing date**.

Either I

One year of experience in the California state service performing the duties of a Disability Insurance Program Manager I, Disability Insurance Program Manager II, Disability Insurance Specialist II, or Disability Insurance Specialist III. (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 they can be considered eligible for appointment.)

Or II

Five years of supervisory or managerial experience in claims determinations or adjustments under public or private insurance or health and welfare benefit plans.

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

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

FILE IN-PERSON ADDRESS:

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

CROSS FILING INFORMATION

A Departmental Promotional examination is also being administered for the class of **Disability Insurance 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.

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.

SCOPE OF THE EXAMINATION

A. KNOWLEDGE OF:

1. The Department's vision and value statement; Disability Insurance Branch's vision and mission statement and program goals.
2. The rules, regulations, policies, and procedures of the EDD.
3. Current leadership principles, practices and trends.
4. The Department's Equal Employment Opportunity (EEO) program objectives, a leader's role in the EEO program, and the processes available to meet the EEO objectives.
5. The Government, principles and practices of personnel management, employer/employee relations under the provisions of the Ralph C. Dills Act, and negotiated collective bargaining unit agreements.

B. ABILITY TO:

1. Model the vision and values in all interactions. Instill commitment amongst staff to the vision, clarify the relationship between daily work and the vision, and implement activities and projects that move the organization toward the vision.
2. Effectively implement the Department's communication policy up, down, and laterally. Encourage staff input and incorporate it into the decision-making process. Give and receive feedback in a positive and constructive manner.
3. Learn and administer provisions of all Disability Insurance programs.
4. Develop staff, including providing feedback, training, and opportunities.
5. Gather and analyze information to understand trends and causes related to processes and results. Independently or within a team setting, analyze information to make recommendations to improve processes, achieve quality results, and implement those strategies.
6. Develop long and short range plans to move the organization toward the vision. Develop goals, objectives, strategies and tasks to improve processes and quality results.
7. Demonstrate team building and facilitation skills transforming a group of individuals into an effective team. Foster teamwork throughout the organization and amongst management peers.
8. Manage use of automated systems and maximize their use to enhance decision making and service delivery.
9. Lead staff in the development of quality-focused service for internal and external customers. Use customer input, expectations, and satisfaction data to improve processes.
10. Accurately communicate messages, information, performance expectations and evaluations in writing.
11. Effectively contribute to the Department's Equal Employment Opportunity objectives.
12. Understand and fulfill management responsibilities under the Ralph C. Dills Act (State Employer/Employee Relations) and negotiate collective bargaining unit agreements.

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.

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.

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 the final score of this examination, as it does not meet the requirements to qualify for 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, **Disability Insurance Program Manager III**, in the subject line. Also, you may contact the Exam Analyst, Tiffany Vernon-Comfort, at (916) 654-7068.

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) 654-7068, 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 State Personnel Board, 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.