



# EMPLOYMENT DEVELOPMENT ADMINISTRATOR

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

**Testing Department:** Employment Development Department  
**Bulletin Release Date:** November 25, 2014  
**FINAL FILING DATE:** **December 11, 2014**  
**Salary:** \$6586 - \$7479

### POSITION DESCRIPTION

Under the general direction, incumbents serves either as a regional or office manager within the Disability Insurance (DI) Branch over a cluster of field offices or as manager of a large office; or manager within the Unemployment Insurance (UI) Branch over a Primary Call Center (PCC) or Primary Adjudication Center (PAC); or manager within the Workforce Services (WS) Branch over a geographic region made up of Offices and One-Stop Centers.

Incumbents in all three settings plan, organize, direct and/or evaluate major departmental programs or groups of related programs or assist a higher level administrator in directing a major departmental program; recommend establishment and revision of laws and rules; plan, recommend, and implement changes in organization, programs, policies, goals, procedures, budgeting, and staffing. Incumbents may also plan, organize, and direct the activities of field office managers, and are responsible for program implementation.

**Positions exist statewide within the Department's DI, UI and WS Branches.**

### 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 above, 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

One year of experience in the Employment Development Department performing the duties at a level of responsibility equivalent to that obtained in the class of Employment Program Manager II, Disability Insurance Program Manager II, Employment Development Specialist III or Disability Insurance Specialist III.

### Or II

One year of experience in the California state service performing managerial duties at a level of responsibility equivalent to that obtained in the class of Staff Services Manager I.

## ADDITIONAL DESIRABLE QUALIFICATIONS

One year of supervisory experience at a level of responsibility equivalent to Employment Program Manager I or 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: **EDA EXAM**  
P.O. Box 826880  
Sacramento, CA 94280-0001

### FILE IN-PERSON ADDRESS:

Employment Development Department  
Human Resource Services Division, MIC 54  
Attention: **EDA 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 **January 12, 2015** 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](mailto:EDDExaminations@edd.ca.gov) if they have not received an email by **Thursday, January 15, 2015**. 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. Principles of management and administration required to plan, organize, and direct the work of staff engaged in EDD operations.
2. Principles, purpose, problems and laws and codes of public employment security programs, with special emphasis on provisions of the California Unemployment Insurance Code (CUIC), required for correctly overseeing and administering these programs.
3. Branch or regional program policy required to inform management and staff and apply those policies.
4. Principles and practices of personnel management and employer/employee relations.
5. The Department's Equal Employment Opportunity (EEO) program objectives, a leader's role in the EEO program, and the processes available to meet EEO objectives.

### B. ABILITY TO:

1. Motivate others to perform well on a daily basis.
2. Receive and benefit from senior management and/or staff feedback or coaching about work skills and behaviors.
3. Lead and/or work as part of a team to successfully complete projects or goals.
4. Plan, organize, lead, direct and evaluate the work of a large staff through delegation to management team.
5. Apply principles of budget preparation and control, personnel management, business management, public administration and total quality management to effectively manage an organization or division.
6. Effectively weigh the costs and benefits of potential actions.
7. Identify complex workplace problems, evaluate options, and successfully implement solutions
8. Analyze and solve administrative problems and initiate appropriate action.
9. Listen and understand as well as express ideas and information through spoken and written words to achieve clear and understood communications about work matters.
10. Reason inductively by combining pieces of information to form reasonable and supportable conclusions.
11. Completely understand written sentences and paragraphs in work related documents.
12. Accurately review and strategically analyze proposed and existing programs and operations for the management team.
13. Effectively articulate program objectives to staff and partners and modify objectives.
14. Lead through and adapt to change in the work environment.
15. Fulfill management responsibilities under the Ralph C. Dills Act (State Employer/Employee Relations).

## ELIGIBLE LIST INFORMATION

A **DEPARTMENTAL PROMOTIONAL** eligible list will be established for the Employment Development Department Eligibility expires **12** months after it is established unless the needs of the services and conditions of list warrant a change in this 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 the 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](mailto:EDDExaminations@edd.ca.gov). Please include the examination title, **EMPLOYMENT DEVELOPMENT ADMINISTRATOR**, in the subject line. Also, you may contact the Exam Analyst, Stephanie Mayer, at (916) 654-8634.

## 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.

**VETERANS' PREFERENCE:** Pursuant to Government Code Section 18973.1, effective January 1, 2014, 1. Any veteran, widow or widower of a veteran, or spouse of a 100 percent disabled veteran, who achieves a passing score in an entrance examination, shall be ranked in the top rank of the resulting eligibility list. Any veteran who has been dishonorably discharged or released is not eligible for veteran's preference. 2. An entrance examination is defined, under the law, as **any open** competitive examination. 3. Veterans' Preference is not granted once a person achieves permanent civil service status.

**HOW TO APPLY FOR VETERANS' PREFERENCE:** The California Department of Human Resources (CalHR) has information on how to apply for Veterans Preference on their website at [www.jobs.ca.gov](http://www.jobs.ca.gov) and on the Application for Veterans Preference form (CalHR 1093). Additional information is also available at the Department of Veterans Affairs website at [www.cdva.ca.gov](http://www.cdva.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](http://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.*