



DISABILITY INSURANCE PROGRAM MANAGER I

DEPARTMENTAL PROMOTIONAL EXAMINATION – STATEWIDE (For EDD Employees Only)

Testing Department: Employment Development Department

Bulletin Release Date: September 29, 2014

FINAL FILING DATE: **OCTOBER 13, 2014**

Salary: \$4490 - \$5621 per month

POSITION DESCRIPTION

Disability Insurance Program Manager I (DIPM I) is a first line manager and may serve as an alternate manager or as a field office manager of a small office. The incumbent models leadership, ensures quality performance and timeliness in all program areas, and is accountable and responsible for preparing staff to serve as future leaders. The incumbent embraces and facilitates organizational change, plans and organizes office workload and special projects, and encourages participation in team projects. A DIPM I initiates and facilitates effective communication throughout all levels of the organization as well as develops and participates in collaborative partnerships. The incumbent may supervise Disability Insurance Program Representatives, Disability Insurance Specialists I, Office Services Supervisors, support staff, and custodians.

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. Applicants under item 4 must submit form DD214 along with their standard state application (STD. 678) for entrance requirements. Please mail in your DD214 separately (make sure to identify which exam you are applying for) or you can scan the DD214 and upload the scanned document in the area where you would upload your resume in your profile. Veterans' preference points 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

Two years of full-time equivalent experience in the California state service performing the duties of a Disability Insurance Program Representative, Range C, or one year of experience in the California state service performing the duties of a Disability Insurance Program Supervisor or Disability Insurance Specialist I, Range B. (Candidates who are within six months of 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 experience performing technical or managerial work in claims determinations or adjustments under public or private insurance or health and welfare benefit plans. Three years of the required experience must have been in a supervisory or managerial capacity. (Experience in the California state service applied toward this pattern must include at least two years of full-time equivalent experience performing the duties of a Disability Insurance Program Representative, Range C, or one year of experience performing the duties of a Disability Insurance Program Supervisor.)

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

FILE IN-PERSON ADDRESS:

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

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 **November 3, 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 **November 6, 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. Effective vertical and lateral communication techniques to promote open communication with staff, manager peers, and senior management.
2. The rules and procedures of confidentiality and security to protect the integrity of the workload, clients, premises, and equipment.
3. The vision, mission, values, and goals of the Department and Branch needed to shape the culture and promote professional standards in the organization.
4. The rules, regulations, policies, and procedures of the EDD as they apply to the Disability Insurance program.
5. Teamwork tools and methods (such as developing charters, setting ground rules, and brainstorming), to effectively lead the work unit or a special project group as a team.
6. Conflict resolution techniques which respect the dignity of those involved so as to resolve conflicts in the work unit and create a positive working environment.
7. 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. Read and understand information and ideas presented in writing.
2. Create an atmosphere for professional open communication and accurate information sharing.
3. Communicate effectively.
4. Demonstrate accountability to staff and management team.
5. Manage one's own time and the time of others to accomplish workload in a timely manner.
6. Use good judgment in decision making, considering the relative costs and benefits of potential actions.
7. Act as a leader and create a clear vision, set goals and expectations, and encourage and initiative.
8. Resolve conflicts professionally to accomplish business needs while preserving the dignity of those involved.
9. Motivate, develop, and direct staff in their work to maximize efficiency.
10. Adapt to work-related changes and effectively lead your staff through organizational change.
11. Direct a unit of staff members in accomplishing workload.
12. Use logic and reason to identify the strengths and weaknesses of alternative solutions or approaches to problems to help solve issues in the work context.
13. Effectively contribute to the Department's Equal Employment Opportunity program objectives.

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 be awarded pursuant to Government Code Section 18973.1, effective January 1, 2014, as follows:

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 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.

CAREER CREDITS

Career Credits will not be added to the final score of this examination.

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 I**, 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, two 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 Points are 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.