



EMPLOYMENT PROGRAM REPRESENTATIVE AND DISABILITY INSURANCE PROGRAM REPRESENTATIVE

OPEN – STATEWIDE - CONTINUOUS

WB35 – 9194 – 8HRA1
WE65 – 9233 – 8HRA1

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.

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.

EXAMINATION TYPE This is an open examination. Applications for this examination will not be accepted on a promotional basis. Career credits will not be granted.

LOCATION This examination is administered for positions statewide in the Employment Development Department (EDD) by the State Personnel Board utilizing the Internet.

WHO MAY APPLY Applicants who meet the minimum qualifications as stated on this bulletin may apply and take this examination at any time. Once you have taken the Life Experience Questionnaire, you may not retest for 12 months.

HOW TO APPLY The application and examination process for the Employment Program Representative and Disability Insurance Program Representative classifications is available on a continuous basis on the Internet. Applicants will respond to questions regarding their ability to meet minimum qualifications, as well as provide their contact information. An immediate minimum qualifications determination will be made by the on-line system. If an applicant meets the minimum qualifications, he/she will be allowed to proceed to the on-line Life Experience Questionnaire (LEQ) examination. **Applicants will be required to verify that they meet the minimum qualifications as stated on their application prior to receiving an offer of employment, or if requested to do so by the State Personnel Board.**

If you do not have Internet access, there are public access Internet terminals in over 150 California public libraries. Contact your local library for information as to where the nearest Internet terminal is located and the policies related to usage. **DO NOT** contact the State Personnel Board or the Employment Development Department for this information.

The State Personnel Board and the Employment Development Department do not maintain an up-to-date list of library locations. The State Personnel Board Service Center, located at 801 Capitol Mall, Sacramento, CA, does have Internet terminals that are available for public use at no cost. For more information, contact the Service Center at (916) 653-1705. If you are not familiar with the Internet, you may have a friend or family member assist you.

You may apply and take the examination on the Internet by connecting to:

<https://exams.spb.ca.gov/exams/eprdipr/>

Follow the on-line instructions. It takes approximately one hour to complete the application and exam on the Internet.

DO NOT SUBMIT A STATE APPLICATION FORM. THE APPLICATION FORM FOR THE EMPLOYMENT PROGRAM REPRESENTATIVE AND DISABILITY INSURANCE PROGRAM REPRESENTATIVE EXAMINATION IS CONTAINED IN THE INTERNET PROCESS.

SALARY RANGE \$2817.00 - \$4256.00 per month (\$16.25 - \$24.55 per hour)

SEE PAGE 2 FOR ADDITIONAL INFORMATION

**MINIMUM
QUALIFICATIONS****EITHER I**

Four years of experience with the Employment Development Department. (Candidates who are within six months of completing the required experience will be admitted to the examination; however, they must meet the required experience before being considered eligible for appointment.)

OR II

One year of experience in the Employment Development Department performing the duties of an Employment Program Assistant, Range B, or an Employment Program Technician.

OR III

Completion of 60 semester units or 90-quarter units of college course work.

AND

Two years of public contact experience providing services or information.

OR IV

Equivalent to graduation from college with a Bachelor's degree. (Must provide evidence of registration as a senior in a recognized institution to be admitted in the examination, and must secure evidence of graduation or its equivalent before being considered for appointment.)

**POSITION
DESCRIPTIONS****JOB SERVICE (JS)**

The Employment Program Representative (EPR) in JS promotes self-service employment services for employers, job seekers, and partner organizations, if necessary, assists customers who are unable to use self-service equipment/programs. The EPR contacts employers to identify and list available jobs, and to promote and market EDD's services such as the automated labor exchange systems, placement services, the one-stop career center resources, and other specific programs. The EPR may provide information or act as liaison to customers with questions pertaining to other EDD programs. The EPR may manage a caseload and/or assist job seekers in meeting their employment goals or refer customers to partner resources. An EPR will be expected to perform these duties utilizing a personal computer while providing quality customer service in person or by telephone. The EPR may be co-located, with other agencies, working together in a partnership environment to provide services.

UNEMPLOYMENT INSURANCE (UI)

The EPR in UI assists customers in filing UI benefit claims, authorizes payment or provides information on claim status. The EPR independently reviews, investigates, and determines if an individual is eligible or ineligible to receive UI benefits in accordance with UI laws, rules, regulations, and procedures. An EPR informs customers and employers of their rights and responsibilities under the UI program. These services are provided by telephone in a non-public, call-center environment that includes the use of automated data systems.

DISABILITY INSURANCE (DI)

The Disability Insurance Program Representative (DIPR) works in either a Claims Management Office, managing a caseload or in a Customer Service Center, receiving calls. The DIPR independently reviews claims, analyzes data, and determines eligibility in accordance with Disability Insurance laws, rules, regulations, policies, and procedures. The DIPR discusses claim information and program requirements with customers and the public in an automated phone environment and/or in person, while simultaneously inputting and accessing automated data systems.

**EXAMINATION
INFORMATION**

The examination for Employment Program Representative and Disability Insurance Program Representative consists of a Life Experience Questionnaire weighted 100%.

The examination and hiring interview may evaluate the following areas:

ABILITY TO:

1. Interpret and accurately apply written laws, rules, regulations, policies and procedures.
2. Gather and analyze data and reason logically.
3. Analyze situations accurately and take effective action.
4. Communicate effectively in English, both in person and by telephone.
5. Prepare clear and concise written reports and/or oral presentations.
6. Provide and maintain cooperative relations and courteous customer service with those contacted in the course of work.
7. Gain the confidence of employers, job seekers, claimants, medical providers, and community organizations.
8. Relate to all members of the community and be sensitive to their issues and needs.
9. Exercise sound judgment, independence and initiative in carrying out multiple responsibilities, within a team environment.
10. Secure, evaluate, analyze and record facts through an interview process and/or from written documents.
11. Comprehend and effectively execute the operation of automated systems utilizing keyboard and personal computer (PC) skills.

**ELIGIBLE LIST
INFORMATION**

Open merged eligible lists will be established for the Employment Development Department. The names of successful competitors will be merged onto the eligible lists in order of final scores regardless of test date. Eligibility expires 18 months after it is established. Competitors must then retest to reestablish eligibility.

Once you have taken the Life Experience Questionnaire examination, you may not retest for 12 months.

**VETERANS'
PREFERENCE**

Veterans' Preference credits will be added to the final score of all competitors who are successful in this examination and who qualify for, and have requested, these points through the State Personnel Board. Due to changes in the law, effective January 1, 1996, VETERANS WHO HAVE ACHIEVED PERMANENT CIVIL SERVICE STATUS ARE NOT ELIGIBLE TO RECEIVE VETERANS PREFERENCE CREDITS.

**VETERANS
EMPLOYMENT
SERVICES
SPECIALIST (VESS)**

Some positions for the class of EPR are funded specifically to perform specialist duties for the VESS or the VWS. Due to federal hiring criteria, EDD is required to hire VESS or the VWS in the following order: 1) Category I – disabled veteran, 2) Category II – veteran, 3) Category III – Spouse as defined in Title 38, United States Code, Section 4101.

**VETERANS
WORKFORCE
SPECIALIST (VWS)**

Applicants who meet the criteria for VESS or the VWS positions will be required to self-certify their veteran status. Proof of eligibility will be required at the time of hire (i.e. United States Department of Veterans Affairs [U.S. DVA] Disability Rating Award, and/or U.S. DVA Civil Service Preference Letter, and/or a Certificate of Release or Discharge from Active Duty [form DD-214]).

QUESTIONS?

If you have any questions concerning this announcement, please email: eddeprdiprexam@edd.ca.gov, or call (916) 654-6869, or you may write to:

Employment Development Department
Human Resource Services Division, MIC 54
Attention: EPR/DIPR Exam
P.O. Box 826880
Sacramento, CA 94280-0001

GENERAL INFORMATION

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

The State Personnel Board reserves the right to revise the examination plan to better meet the needs of the service if the circumstances under which this examination was planned change. Such revision will be in accordance with civil service laws and rules and all competitors will be notified.

Eligible Lists: Eligible lists established by competitive examination, regardless of date, must be used in the following order: 1) sub-divisional promotional, 2) departmental promotional, 3) multidepartmental promotional, 4) servicewide promotional, 5) 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 list in order of final test scores (except as modified by veterans preference credits) regardless of the date of the test and the resulting eligible lists will be used only to fill vacancies in the area shown on the bulletin.

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

Veterans' Preference: California law limits the granting of Veterans' Preference Points in open entrance examinations and open non-promotional examinations. Credit in open entrance examinations is granted as follows: 10 points for veterans, widows, or widowers of veterans, and spouses of 100 percent disabled veterans; and 15 points for disabled veterans. Credit in open non-promotional examinations is granted as follows: five points for veterans; and 10 points for disabled veterans. Directions for applying for Veterans' Preference Points are on the Veterans' Preference Application which is available from the State Personnel Board office, and the Department of Veterans Affairs, 1227 O Street, Sacramento, CA 95814.

EMPLOYMENT DEVELOPMENT DEPARTMENT
Human Resource Services Division, MIC 54
P.O. Box 826880
Sacramento, CA 94280-0001
Telephone/Exam Hotline: (916) 654-6869
Web site: 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.