Employment/Disability Insurance Program Representative

4699 – 9194 – 8HRA101 – Employment Program Representative
4699 – 9233 – 8HRA102 – Disability Insurance Program Representative

Department(s): Employment Development Department
Opening Date: 9/21/2009
Final Filing Date: Continuous
Type of Examination: Departmental Open
Salary: Monthly Ranged Salary
   A $3,063.00 - $3,655.00
   B $3,317.00 - $4,152.00
   C $3,808.00 - $4,767.00

EEO

The State of California is an equal opportunity employer to all, regardless of age, ancestry, color, disability (mental and physical), exercising the right of 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.

WHO SHOULD APPLY?

Applicants who meet the Minimum Qualifications as stated on this bulletin may apply for and take this Life Experience Questionnaire at any time.

Once you have taken the Life Experience Questionnaire, you may not retake it for twelve (12) months.

FILING INSTRUCTIONS

Final Filing Date: Continuous
Where to Apply: Click the link at the bottom of this bulletin.

SPECIAL TESTING ARRANGEMENTS

If you have a disability and need special assistance or special testing arrangements, contact the California Department of Human Resources (CalHR), Examination Services at (866) 844-8671, or via the California Relay Service for the Deaf or Hard of Hearing at (800) 735-2929 from TTY Phones and (800) 735-2922 from voice phones.
**SALARY INFORMATION**

A $3,063.00 - $3,655.00  
B $3,317.00 - $4,152.00  
C $3,808.00 - $4,767.00  

**ELIGIBLE LIST INFORMATION**

Open, merged eligible lists will be established by the California Department of Human Resources for use by the Employment Development Department. The names of successful competitors will be merged onto the eligible list in order of final score regardless of test date. **Eligibility expires eighteen (18) months after it is established.** Competitors must then retake the Life Experience Questionnaire to reestablish eligibility.

**REQUIREMENTS FOR ADMITTANCE TO THE EXAMINATION**

**NOTE:** All applicants must meet the education and/or experience requirements as stated on this examination bulletin as of the date the test is taken.

**MINIMUM QUALIFICATIONS**

Either 1  
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 2  
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 3  
Equivalent to graduation from college. (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 DESCRIPTION**

**WORKFORCE SERVICES (WS) BRANCH**  
The Employment Program Representative (EPR) in WS 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 refers 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.
**DISABILITY INSURANCE (DI) BRANCH**

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, and 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.

**LOCAL VETERANS’ EMPLOYMENT REPRESENTATIVE (LVER)**

Applicants who meet the criteria for LVER or the DVOP 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]).

**DISABLED VETERANS’ OUTREACH PROGRAM (DVOP)**

Some positions for the class of EPR are funded specifically to perform specialist duties for the DVOP or the LVER. Due to federal hiring criteria, EDD is required to hire DVOP or the LOCAL VETERANS’ EMPLOYMENT REPRESENTATIVE (LVER) 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.

**EXAMINATION INFORMATION**

Life Experience Questionnaire – Weighted 100%

The examination will consist solely of a Life Experience Questionnaire. To obtain a position on the eligible list, a minimum score of 70% must be received. An applicant will receive his/her score upon completion of the Life Experience Questionnaire process.

[Click here to preview the Life Experience Questionnaire.](#)

**KNOWLEDGE AND ABILITIES**

**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.
**Veterans’ Preference**

Veterans’ Preference will be granted for this examination. Effective January 1, 2014, in accordance with Government Codes 18973.1 and 18973.5, whenever any veteran, widow or widower of a veteran, or spouse of a 100 percent-disabled veteran achieves a passing score on an open examination, he or she shall be ranked in the top rank of the resulting eligibility list. This section shall not apply to any veteran who has been dishonorably discharged or released.

**Career Credits**

Career Credits will not be added to the final score for this exam, because it does not meet the requirements to qualify for Career Credits.

**Contact Information**

If you have any questions concerning this examination bulletin, please contact:

California Department of Human Resources  
Attn: Examination Services  
1515 S Street, North Building, Suite 500  
Sacramento, CA 95811

Phone: 1-866-844-8671  
California Relay Service: 1-800-735-2929 (TTY), 1-800-735-2922 (Voice)

TTY is a Telecommunications Device for the Deaf, and is reachable only from phones equipped with a TTY Device.

**General Information**

Applications are available at [www.jobs.ca.gov](http://www.jobs.ca.gov) and local offices of the Employment Development Department.

If you meet the requirements stated on this examination 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 rated against a predetermined job-related rating, and all candidates who pass will be ranked according to their scores.

The California Department of Human Resources reserves the right to revise the examination plan to better meet the needs of the service, should 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.

Candidates needing special testing arrangements due to a disability must mark the appropriate box on the application and contact the testing department.

**Hiring Interview Scope:** In a hiring interview, in addition to the scope described in this bulletin, the panel will consider education, experience, personal development, personal traits, and fitness. In appraising experience, more weight may be given to the breadth and recency of pertinent experience, and evidence of the candidate’s ability to accept and fulfill increasing responsibilities than to the length of his/her experience. Evaluation of a candidate’s personal development will include consideration of his/her recognition of his/her own training needs; his/her plans for self-development; and the progress he/she has made in his/her efforts toward self-development. For more information, you may refer to the classification specifications [here](#) and [here](#).
**General Qualifications:** Candidates must possess essential personal qualifications including integrity, initiative, dependability, good judgment, the ability to work cooperatively with others, and a state of health consistent with the ability to perform the assigned duties of the class. A medical examination may be required. In open examinations, investigation may be made of employment records and personal history, and fingerprinting may be required.

**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) multi-departmental promotional, 4) service-wide promotional, 5) departmental open, and 6) open. 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 the bulletin.

**Veterans' Preference:** Effective January 1, 2014, in accordance with Government Codes 18973.1 and 18973.5, Veterans' Preference will be awarded 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 Veterans’ Preference. 2) An entrance examination is defined, under the law, as any open competitive examination. And 3) Veterans’ Preference is not granted once a person achieves permanent civil service status.

Veteran status is verified by the California Department of Human Resources (CalHR). Directions to apply for Veterans’ Preference are on the Veterans’ Preference Application (Std. Form 1093), which is available at [http://jobs.ca.gov/Public/Jobs/Veterans.aspx](http://jobs.ca.gov/Public/Jobs/Veterans.aspx), and the Department of Veterans Affairs.

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**Taking the Exam**

When you click the link below, you will be directed to the Life Experience Questionnaire. At the end of the Life Experience Questionnaire, it will be instantly scored.

[Click here to go to the Life Experience Questionnaire](http://jobs.ca.gov/Public/Jobs/Veterans.aspx).