



Employment Development Department

is recruiting for

Employment Program Representative & Disability Insurance Program Representative

As a member of the EDD team:

An Employment Program Representative (EPR) works in a public or automated telephone customer service center with:

- Employers to meet their labor needs.
- Job seekers to reach their career goals.
- Individuals to establish Unemployment Insurance claims.
- Your community to inform them of the multitude of programs and services available through EDD.

A Disability Insurance Program Representative (DIPR) works in either a Claims Management Office or a Customer Service Telephone Center working with:

- Individual claimants answering questions and resolving issues for the purpose of processing and paying Disability Insurance and Paid Family Leave claims.
- Employers and medical providers to provide California workers with low cost and affordable short-term Disability Insurance and Paid Family Leave benefits.

- Workers' compensation insurance carriers, employers and legal professionals to determine injured workers eligibility for State Disability Insurance benefits.
- Community stakeholders to better educate them on the multiple programs and services that are available through EDD.

Salaries and Benefits

- Permanent full-time annual salary is \$33,804 to \$51,072
- Merit salary increases
- Flexible work schedules
- Advancement opportunities
- 14 paid holidays per year
- Paid vacation and sick leave
- Health, dental, and vision plans
- 401K and 457 plans
- Full retirement package
- And more!

MINIMUM QUALIFICATIONS EPR and DIPR

Either I

Four years of experience with the EDD. 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 EDD performing the duties of an Employment Program Assistant, Range B, or an Employment Program Technician.

Or III

Education: Completion of 60 semester units or 90 quarter units of college course work. and Experience: Two years of public contact experience providing services or information.

Or IV

Equivalent to graduation from college. Must provide evidence of registration as a senior in a recognized educational institution to be admitted in the examination, and must secure evidence of graduation or its equivalent before being considered eligible for appointment.

Individuals must successfully participate in the exam process to be considered for this opportunity.

APPLY AND TEST ONLINE NOW!

An open examination for the Employment Program Representative and Disability Insurance Program Representative classification is now being given online. Any individual who meets the minimum qualifications may apply and take the examination online by connecting to: **http://www.spb.ca.gov/employment/exam_start.htm**. Current employment status with the State is not a requirement. Testing is continuous; the Internet site is accessible 24 hours a day, 7 days a week.

For information on examinations and current and upcoming job opportunities, visit the EDD's Web site at **www.edd.ca.gov**, "**Careers with EDD**" or call the Exam Hotline at **(916) 654-6869**.

EDD is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities.