



DISABILITY INSURANCE SPECIALIST I

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

Testing Department: Employment Development Department
Bulletin Release Date: November 30, 2016
FINAL FILING DATE: **DECEMBER 15, 2016**
Monthly Salary Range: \$3,487 - \$5,248

POSITION DESCRIPTION

This is the recruitment, training, and first working level in the series. Under close supervision, incumbents develop analytical skills; participate in policy and procedure formulation; gather and analyze data; consult with field and other departmental personnel in securing and disseminating necessary information; prepare reports and correspondence on technical Disability Insurance issues, problems and concerns; work on the development of guidelines, training courses, and other tools and materials to assist Disability Insurance office management in the administration of the Department's Disability Insurance program; and may serve as a specialist in analyzing performance measurements and recommending solutions to performance issues. This classification may be used in the field offices to act in a lead capacity and train, monitor, and advise staff on office operations.

Positions exist Statewide.

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

NOTE: All applicants must meet the experience and/or education requirements for this examination **by the final filing date.**

Qualifying experience may be combined on a proportionate basis if the requirements stated below include more than one pattern and are distinguished as "Either I" "Or II". For example, candidates' possessing qualifying experience amounting to 50% of the required time of Pattern I, and additional experience amounting to 50% of the required time of Pattern II, may be admitted to an examination as meeting 100% of the overall experience requirements.

EITHER I

Two years of experience in the California state service performing as a Disability Insurance Program Representative, one year of which must be at Range C. (Candidates who are within six months of completing the required experience will be admitted to the examination, but they must complete the required experience before they can be considered eligible for appointment.)

OR II

Three years performing technical work in the field of claims eligibility determinations or adjustments under public or private insurance or health and welfare benefit plans. Two years of the required experience must have been in an analytical staff capacity. (Experience in the California state service applied toward this pattern must include at least two years of experience performing the duties of a class with a level of responsibility equivalent to that of Disability Insurance Program Representative, Range C.)

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

FILE IN-PERSON ADDRESS:

Employment Development Department
Human Resource Services Division, MIC 54
Attention: **DIS I EXAM**
751 N Street, 6th Floor Solar Building
Sacramento, CA 95814

NOTE: All Applications **MUST** include a current, valid e-mail 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 e-mail address listed on their application is current and valid. Failure to provide a current and valid e-mail 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 e-mail the **week of January 17, 2017** 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 e-mail **by Thursday, January 19, 2017**. Candidates should monitor their 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. Interviewing techniques.
2. Principles of insurance payments programs.
3. Public administration.
4. Provisions of the California Unemployment Insurance Code.
5. The rules, regulations, policies, and procedures of the Employment Development Department.
6. Precedent decisions of the California Unemployment Insurance Appeals Board relating to the disability insurance programs.
7. Workers' compensation and employer liability laws affecting California workers and provisions of State and Federal laws affecting disability insurance programs.
8. Practices followed by insurance companies in California in underwriting disability insurance coverage and by other states in their disability insurance program.
9. Principles and practices of public administration and personnel management.
10. Office management principles and practices.

B. ABILITY TO:

1. Gather and analyze data.
2. Reason logically and accurately.
3. Comprehend written material, and interpret and apply rules and instructions.
4. Communicate effectively.
5. Establish and maintain cooperative relations with others.
6. Analyze situations accurately and take effective action.
7. Develop, instruct, and evaluate in-service training programs.
8. Analyze operations.
9. Evaluate suggestions.
10. Develop standards, policies, and procedures for disability insurance programs.

ELIGIBLE LIST INFORMATION

A departmental, promotional merged list will be established for the EDD. Names of successful competitors will be merged onto the eligible list in order of final scores regardless of test date. List eligibility will expire **24** months after it is established.

COMPETITORS MAY COMPETE ONLY ONCE IN ANY CONSECUTIVE 12-MONTH 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.

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 SPECIALIST I**, in the subject line. Also, you may contact the Exam Analyst, Derek Pettersen, at (916) 657-0356.

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.

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) 657-0356, three weeks after the FINAL FILING DATE if he/she has not received a notice via e-mail 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 is 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 <http://www.spb.ca.gov/>.

EMPLOYMENT DEVELOPMENT DEPARTMENT
Human Resource Services Division, MIC 54
P.O. Box 826880
Sacramento, CA 94280-0001
Telephone: (916) 654-7827
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.