

# Job Posting: OFFICE TECHNICIAN (GENERAL)



## Employment Development Department

JC-202357

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OFFICE TECHNICIAN (GENERAL)

OFFICE TECHNICIAN (GENERAL)

\$3,087.00 - \$3,984.00 per Month

**Final Filing Date: Until Filled**

[Apply Now](#)

### Application Methods:

Electronic (Using your CalCareer Account)

By Mail

Drop-off

[Print Job](#)

[Save Job](#)

## Job Description and Duties

**(Due to urgent need, hires will be made on a flow basis beginning immediately.)**

Do you want to help your fellow Californians and make a difference during this worldwide crisis?

The Employment Development Department is seeking individuals to help with the influx of Unemployment Insurance claims that provide vital pay to Californians in need. A selected candidate responds to telephone and electronic requests for technical assistance related to UI Online and Benefits Programs Online, and provides informational assistance to the public.

POSITIONS MAY BECOME PERMANENT INTERMITTENT.

#### Location of Positions

Positions are located STATEWIDE and currently, work will be conducted at an EDD office.

Future work may be available at your home via telework.

Telephone interviews will be conducted for selected candidates; therefore, candidates may be receiving a call from a blocked number.

To be considered for a position applicants must have eligibility on the Office Technician (General) list. To apply and take the examination to attain eligibility, applicants must go to <https://www.calcareers.ca.gov/CalHrPublic/Exams/Bulletin.aspx?examCD=4PB2401> and click on the link under "Official Exam Bulletin".

You will find additional information about the job in the **Duty Statement**.

## Working Conditions

40 hour work week conducted between the hours of 8:00 a.m. and 8:00 p.m., 7 days a week. Schedules may be flexible. Overtime may be required.

## Minimum Requirements

You will find the Minimum Requirements in the Class Specification.

- OFFICE TECHNICIAN (GENERAL)

## Additional Documents

- Job Application Package Checklist
- Duty Statement

## Position Details

**Job Code #:**

JC-202357

**Position #(s):**

280-999-1138-XXX

**Working Title:**

**OFFICE TECHNICIAN (GENERAL)**

**Classification:**

OFFICE TECHNICIAN (GENERAL)

\$3,087.00 - \$3,984.00

**# of Positions:**

Multiple

**Work Location:**

California

**Job Type:**

12 Month Limited Term, Intermittent - 1500 Hours

**Work Shift:**

40 hours per week with potential OT

**Work Week:**

Flexible between 8:00 a.m. - 8:00 p.m.

## Department Information

The Employment Development Department (EDD) is one of the largest State departments with employees at hundreds of service locations. For more than 70 years, the EDD has connected millions of job seekers and employers in an effort to build the economy of the Golden State. In order to continue our mission, we are constantly looking for the best and the brightest to join our ranks. Working at EDD presents many opportunities. If you strive to make a difference, we invite you to seek a career with EDD.

Department Website: <http://www.edd.ca.gov>

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## Special Requirements

Background Investigation is required

The position(s) may require an applicant to pass a background investigation.

The investigation will consist of completion of a personal history statement and fingerprinting checks with the Federal Bureau of Investigation, Department of Justice, and/or local law enforcement agencies.

During the background investigation, the Employment Development Department (EDD) may review information to verify your compliance with EDD benefit programs. EDD benefit programs include payments issued to individuals for Unemployment Insurance, Disability Insurance, and Paid Family Leave. Non-compliance represents overpayments that were issued by the EDD to individuals due to inaccurate and/or fraudulent information provided by the individual. Any failure to comply with EDD benefit programs may prevent you from being hired at the EDD.

# Application Instructions

Dates printed on Mobile Bar Codes, such as the Quick Response (QR) Codes available at the USPS, are not considered Postmark dates for the purpose of determining timely filing of an application.

Final Filing Date: Until Filled

## Who May Apply

Individuals who are currently in the classification, eligible for lateral transfer, eligible for reinstatement, have list eligibility, are in the process of obtaining list eligibility, or have SROA and/or Surplus eligibility (please attach your letter, if available). SROA and Surplus candidates are given priority; therefore, individuals with other eligibility may be considered in the event no SROA or Surplus candidates apply.

Applications will be screened and only the most qualified applicants will be selected to move forward in the selection process. Applicants must meet the Minimum Qualifications stated in the Classification Specification(s).

## How To Apply

Complete Application Packages (including your Examination/Employment Application (STD 678) and applicable or required documents) must be submitted to apply for this Job Posting. Application Packages may be submitted electronically through your CalCareer Account at [www.CalCareers.ca.gov](http://www.CalCareers.ca.gov). When submitting your application in hard copy, a completed copy of the Application Package listing must be included. If you choose to not apply electronically, a hard copy application package may be submitted through an alternative method listed below:

### Address for Mailing Application Packages

You may submit your application and any applicable or required documents to:

Employment Development Department  
Attn: Job Control #202357  
Human Resource Services Division, MIC 54  
PO Box 826880  
Sacramento, CA 94280-0001

### Address for Drop-Off Application Packages

You may drop off your application and any applicable or required documents at:

Attn: Job Control #202357  
EDD/Human Resource Services Division (6th floor solar)  
722 Capitol Mall  
Sacramento, CA 95814  
08:00 AM - 04:30 PM

### Required Application Package Documents

The following items are required to be submitted with your application. Applicants who do not submit the required items timely may not be considered for this job:

- Current version of the State Examination/Employment Application STD Form 678 (when not applying electronically), or the Electronic State Employment Application through your Applicant Account at [www.CalCareers.ca.gov](http://www.CalCareers.ca.gov). All Experience and Education relating to the Minimum Qualifications listed on the Classification Specification should be included to demonstrate how you meet the Minimum Qualifications for the position.
- Resume is optional. It may be included, but is not required.

Applicants requiring reasonable accommodations for the hiring interview process must request the necessary accommodations if scheduled for a hiring interview. The request should be made at the time of contact to schedule the interview. Questions regarding reasonable accommodations may be directed to the EEO contact listed on this job posting.

## Desirable Qualifications

In addition to evaluating each candidate's relative ability, as demonstrated by quality and breadth of experience, the following factors will provide the basis for competitively evaluating each candidate:

Ability to communicate effectively

Ability to provide courteous customer service over the telephone, via fax, email, and Internet based correspondence

Proficient with computers as required to use EDD software and input data in an efficient and effective manner

## Benefits

Benefit information can be found on the CalHR website, [www.calhr.ca.gov](http://www.calhr.ca.gov), and the CalPERS website, [www.calpers.ca.gov](http://www.calpers.ca.gov).

## Contact Information

The Hiring Unit Contact is available to answer questions regarding the position or application process.

**Department Website:** <http://www.edd.ca.gov>

**Hiring Unit Contact:**

Dorothy Evans  
(916) 651-3073

Please direct requests for Reasonable Accommodations to the interview scheduler at the time the interview is being scheduled. You may direct any additional questions regarding Reasonable

Accommodations or Equal Employment Opportunity for this position(s) to the Department's EEO Office.

**EEO Contact:**

EEO Officer

(916) 654-8434

EEOMail@edd.ca.gov

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.

## Location of Positions

Positions are located STATEWIDE and currently, work will be conducted at an EDD office.

Future work may be available at your home via telework.

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## Additional Application Instructions

It is strongly encouraged to apply through your CalCareer Account at [www.calcareers.ca.gov](http://www.calcareers.ca.gov).

Please only submit ONE application. Electronic applications submitted through your CalCareer Account are highly recommended and will be received/processed faster than other methods of filing.

If you are unable to apply electronically through your CalCareer account, please mail a completed and signed State Examination/Employment Application STD Form 678 and application package to the mailing address provided in the "Application Instructions" section below and ensure the following:

## Equal Opportunity Employer

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.

It is an objective of the State of California to achieve a drug-free 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.