

N E W S R E L E A S E

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EDD conducting mass hiring effort for 1,800 additional staff

Approximately 700 staff volunteered to work holiday weekend

Sacramento –The Employment Development Department (EDD) will hire approximately 1,800 new temporary full-time and hourly staff over the next several weeks from throughout California to bolster the delivery of critical Unemployment Insurance (UI) services to workers impacted by the COVID-19 pandemic. The workers will be trained in skills including call center operations, processing UI claims, and analyzing documents from claimants and employers to make wage determinations for benefits.

The effort is being done in partnership with CalHR, the CHP, and the California Correctional Health Care Services department who are helping with screening applicants and conducting interviews. The EDD receives federal funding to administer the UI program in California based on workload. With the surge from record low unemployment in February to record high just two months later, the EDD is receiving increased federal funding to support the staffing needed for keeping up with this historic demand for unemployment benefits.

“This urgent hiring effort will further enhance the Department’s ability to process an unprecedented surge of benefit claims, while offering an opportunity for employment to Californians during this difficult time,” said EDD Director Sharon Hilliard.

The mass hiring is in addition to a concentrated push on processing done throughout the Memorial Day weekend by approximately 700 volunteer UI and redirected staff. They were particularly focused on claims that arrived via paper and those where the identity of the claimant couldn’t be verified through our data matching systems. Such claims cannot be auto processed and demand extra time for staff handling.

As of the week ending May 16, the EDD has processed over 5.1 million claims for unemployment benefits and paid more than \$16.1 billion in benefits to workers in need since the pandemic began.

Mass hiring details

The new hires will join about 1,200 current trained EDD staff involved in processing Unemployment Insurance (UI) claims, as well as more than 1,300 staff who have been redirected from throughout EDD and state government, and approximately 500 temporary vendor staff, all who are helping to expand capacity to serve customers until state hires can be made. In addition, some vendors are assisting the EDD with optimizing call center operations to better serve customers. Teleworking options are available, as well as in office locations throughout the state. Available positions include:

- [Employment Program Representative](#) - requires college education and public contact experience to process claims and assist customers, including over the phone and off-phone work.
- [Office Technician](#) requires clerical skills to assist customers over the phone.
- Financial services classifications including [Tax Auditor](#) and [Accountant 1 Specialist](#), [Accounting Technician](#), and [Accounting Officer](#) positions requiring professional accounting coursework along with up to three years of accounting/auditing experience. These positions are in Sacramento.

Applicants who possess bilingual skills including Spanish, Cantonese, Vietnamese, and Mandarin are encouraged to apply. Application packages may be submitted electronically through www.CalCareers.ca.gov.

The Employment Development Department (EDD) offers a wide variety of services to millions of Californians. Among the programs administered by the EDD are Unemployment Insurance, Disability Insurance, and Paid Family Leave.

Please visit the [Unemployment Benefits Guide](#) for instructions on how to apply for Unemployment Insurance or Pandemic Unemployment Assistance. For additional information on financial resources please visit: <https://covid19.ca.gov/get-financial-help/>