

EMPLOYER TECHNICAL SERVICES SUPERVISOR

The employee supervises and coordinates technical services activities provided to assist employers in resolving manpower problems. The employee provides program supervision for occupational testing activities in Employment Security local offices. The employee is responsible for planning and coordinating work of a team of occupational analysts involved in providing assistance to employers in business, industry, unions, educational institutions, government agencies, and community groups in resolving personnel management problems. Work involves supervision of validation of tests based on required employee skills and aptitudes.

I. SUPERVISORY/MANAGERIAL FUNCTIONS:

Planning - The employee develops annual plans for management of workload, supervision of the unit personnel, and equipment and materials for the unit. The employee meets with individual staff members to plan work and discuss accomplishments.

Organizing and Directing - The employee makes internal organizational changes such as reorganizing territorial areas of work and reassigning subordinate occupational analysts to balance workload.

Budgeting - Employee determines needs for personnel, equipment, and material for new programs, and estimates annual costs of training sessions to be conducted; employee makes recommendations to supervisor.

Training - The employee supervises formal presentations of employer technical services available to employer groups. Employee supervises training conducted by occupational analysts for Employment Service staff and other contractual organizations in the administration, scoring, and use of employment service testing. Employee coordinates formal training for new staff members in job analysis, test administration, and test development.

Setting Work Standards - The employee develops standard procedures to be used for conducting various services to employers. The employee develops policies and procedures for local offices in the administration and use of various employment tests.

Reviewing Work - The employee reviews and evaluates work of subordinates through written reports and personal contacts. The employee makes periodic field visits with the occupational analysts to assure program efficiency, consistency, and effectiveness.

Counseling and Disciplining - The employee resolves minor personnel problems and recommends any disciplinary action to supervisor.

Performing Other Personnel Functions - The employee interviews and makes recommendations for hiring. Employee makes recommendations for annual salary increases based on performance appraisal.

II. SCOPE AND NATURE OF WORK SUPERVISED:

Dynamics of Work Supervised - Federal guidelines governing work are subject to change frequently.

Variety of Work Supervised - Employee supervises the Employee Technical Services program. Employee provides supervision for occupational testing activities in local offices.

Number of Employees Responsible For - Employee supervises 8 employees.

III. EXTENT OF SUPERVISION RECEIVED: Work is performed independently. Employee confers with supervisor on policy questions. Work is evaluated through written reports, discussions, and overall effectiveness of the program.

IV. SPECIAL ADDITIONAL CONSIDERATIONS: The employee supervises a staff of occupational analysts located in 7 geographical areas.

V. RECRUITMENT STANDARDS:

Knowledges, Skills, and Abilities - Considerable knowledge of the organization, operation, and objectives of employment security programs. Considerable knowledge of types, uses, and validation techniques of occupational tests. Considerable knowledge of occupational composition and employment conditions common to industrial establishments. Ability to plan, assist, direct, and review work of a group of professional employees. Ability to organize and present technical data in a clear and concise manner. Ability to establish effective working relationships with representatives of business, industry, state, local, federal agencies, and the general public.

Minimum Education and Experience - Graduation from a four-year college or university, preferably with a degree in business or personnel administration, economics, or industrial engineering, and four years of experience in employment service work, including two years of experience in occupational analysis or related work; or an equivalent combination of education and experience.

Special Note - This is a generalized representation of positions in this class and is not intended to identify essential functions per ADA. Examples of work are primarily essential functions of the majority of positions in this class, but may not be applicable to all positions.