

## EMPLOYMENT SECURITY REGIONAL MANAGER

This is administrative work in supervising and coordinating the operation of local Employment Security Commission Offices within an assigned region of the state. Employees provide support to field management by encouraging greater autonomy in both financial and operational matters at the local level. Work involves, evaluating local office activities through various reports and computer-generated printouts; determining the impact and feasibility of assigning staff to off-site locations; interpreting policies, procedures, and regulations to field personnel; and recommending revised policies and procedures to department management. Employees meet, confer, and negotiate on a regular basis with corporate executives, community college presidents, government agency directors, community and political leaders through mutual involvement with JobLink Centers, Workforce Development Boards, welfare reform initiatives, and local and regional economic development efforts. Work is performed under the general direction of the Employment Services Deputy Director and is evaluated through conferences and review of regional activity reports.

### I. SUPERVISORY/MANAGERIAL FUNCTIONS:

Planning – Employees assist managers in developing strategies to gain local office acceptance in the community, and developing their annual operational plan, goals for contracted programs, and long-range goals for new initiatives such as JobLink Center implementation sites. Employees provide guidance for field management regarding efforts to collaborate and integrate services with other workforce development agencies. Employees analyze the impact and determine the practicality of assigning ESC staff to off-site locations such as the community college, university campus, military installation, or Department of Social Services. Employees coordinate operational and functional activities among offices with other governmental agencies commensurate with objectives and in accordance with mandated laws, rules, and regulations. Employees review and discuss with Commission officials workload estimates, budget proposals and objectives for local offices within the region and provides advice on questions related to the establishment of statewide objectives for the Commission.

Organizing and Directing – Employees evaluate the effect of Commission policies and objectives and recommend changes for the effective administration of the employment security programs. Employees meet with local office managers on monthly basis to monitor accomplishment of statewide goals and objectives and to communicate information from state office to local level.

Budgeting – Employees evaluate staffing requirements of offices in region and recommend the employment, transfer, or reduction of employees in order to meet fluctuations in workload. Employees recommend budget adjustments for region based on prior experience, anticipated needs, monitoring expenditures and by balancing a variety of funding sources including Wagner-Peyser, unemployment insurance, veterans, food stamp, Job Training Partnership Act, Workfirst, and others. The Regional Manager determines the need for facilities and equipment in the region and participates in obtaining bids and negotiating lease arrangements. Employees confer with local office managers to determine renovation and space needs.

Training - Employees train office managers in the administration of the employment security program and periodically evaluate their performance. Employees meet with regional staff specialists to receive input on training needs at local level, respond to requests from office managers for staff training and coordinates training sessions among offices in assigned region.

Setting Work Standards - Employees meet with higher level management to provide input into the development of procedures, policies, rules, and regulations for statewide programs and services. Employees develop quality and quantity work standards for regional program specialists and office managers.

Reviewing Work - Employees review program specialists' reports, managers' quarterly reports, and computer-generated printouts of local office activities with local office managers on monthly basis during on-site visits. Employees evaluate effectiveness of program specialists' performance for conformance to predetermined standards and procedures.

Counseling and Disciplining - Employees only get involved in the event of serious disciplinary action. Recommendations for termination are approved by the agency chairman. Employees counsel with office managers and regional program specialists as needed to ensure conformance to Commission policies and regulations.

Performing other Personnel Functions - Employees recruit and interview clients for vacant positions at the office manager level or within region staff and make recommendations to the Employment Service Deputy Director. Employees conduct performance appraisals and recommend staff for promotion, salary increase, and/or dismissal, and ensure that office managers carry out this function with their employees. Employees have sign-off authority on office managers' recommendations to hire, promote, dismiss, and award salary increases.

## II. SCOPE AND NATURE OF WORK SUPERVISED:

Dynamics of Work Supervised - Work is characterized by the diversity of the labor market and economic conditions within the region, changing state and federal guidelines, and shifting emphasis on program objectives and goals.

Variety of Work Supervised - Employees are responsible for administratively supervising office managers and staff program specialists within the assigned region.

Number Of Employees Responsible For - Employees are responsible for directly supervising 9 to 11 office managers and staff program specialists and are responsible indirectly for the supervision of all office staff, both intermittent and permanent, within assigned region.

III. EXTENT OF SUPERVISION RECEIVED: Work is performed under the general direction of the Employment Service Deputy Director and is evaluated through conferences and review of activity reports from various sources.

## IV. SPECIAL ADDITIONAL CONSIDERATIONS:

Supervision of Shift Operations - Staff are usually assigned to work an eight-to-five schedule.

Fluctuating Work Force - Workforce is basically stable, but during periods of high unemployment, local office staff may increase up to 100% through the hiring of intermittent employees who work on an hourly basis.

Physical Dispersion of Employees - Employees are located in offices within an assigned region of the state that may cover 25 counties.

## V. RECRUITMENT STANDARDS:

Knowledges, Skills and Abilities - Thorough knowledge of the organization, operation, and objectives of the Employment Security Commission of North Carolina. Considerable knowledge of the occupational composition and employment conditions common to the industrial and commercial establishments of the state. Considerable knowledge of the principles and practices of public administration, office management, and office organization.

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Ability to direct, coordinate, and evaluate activities among offices within assigned region. Ability to evaluate work methods and personnel assignments and to initiate transfer of personnel among local offices within region to meet changes in workload or program activities. Ability to interpret, explain, and apply state and federal laws and policies which govern local office operations including the payment of unemployment insurance benefits. Ability to plan and direct a public relations program which requires the use of a variety of media including radio, television and newspapers. Ability to establish and maintain working relationships and advance the agency's position with employees, community leaders and organizations, workforce development professionals and the general public. Ability to communicate clearly and concisely in oral and written form.

Minimum Training and Experience Requirements - Graduation from a four-year college or university and seven years of experience in public or private employment service related work including four years in a supervisory capacity; or an equivalent combination of training 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.