

EMPLOYMENT CONSULTANT SUPERVISOR I

Work in this class involves the supervision, coordination, administration, and management of professional employees, both permanent and temporary, engaged in reviewing claims for unemployment insurance or providing information, guidance and assistance to clients seeking employment and employers seeking workers through programs administered by the Employment Security Commission (ESC) in a local office environment. Employees supervise a staff of consultants engaged in one or more employment service areas, counselors or support staff; manage ESC services for a particular group of clients, i.e., veterans, for a large local office; serve as Assistant Manager in a mid to large size local office, as Branch Office Manager for a full service branch office, or serve as a JobLink Manager in an ESC office. Employees plan, coordinate and perform extensive outreach activities and employment related services including priority services where legislatively appropriate using a comprehensive knowledge of specific rules and regulations pertaining to targeted occupations, i.e., migrant and seasonal farm workers, veteran population, dislocated workers and parolees. Employees report to the local office manager. As Assistant Manager, Veterans Employment Services Manager or Branch Office Manager, employees have significant input into comprehensive service delivery with line authority in decision making operations.

I. SUPERVISORY/MANAGERIAL FUNCTIONS:

Planning - Employees establish goals for their staff and set priorities and deadlines for completion of these goals, which are integrated into overall office annual goals. Planning with staff occurs on a weekly basis to meet specific program and service goals. Employees attend periodic program coordination management team meetings to determine overall office goals. As Veterans Employment Services Manager, employees complete specific portions of the annual Program and Coordination Plan (PCP) dealing with services to veterans and employers.

Organizing and Directing - Employees evaluate the need for service and make daily or weekly work assignments accordingly. Employees develop procedures for work flow within their assigned area and make changes in assignments as needed. Major changes in work assignments based on client flow or other fluctuations are made in consultation with the local office manager.

Budgeting - Recommendations on office expenditures and staffing levels are submitted with justification to their supervisor. Employees are responsible for the negotiation of contracts for special programs and allotments are monitored based on needs and priorities.

Training - Employees orient new employees, perform initial and on-going training, select appropriate workshops and seminars for staff, plan monthly in-service training sessions and evaluate staff performance to determine effect of formal and informal training programs. Employees also coordinate and supervise a comprehensive temporary training program.

Setting Work Standards - Employees develop internal policies and procedures for their staff based on office goals and ESC policies. Employees assure that all policies, procedures, and work standards are carried out by staff members.

Reviewing Work - Employees review work through on-site observations, review of documents, activity reports, staff meetings, and supervisory conferences and other special program reports.

Counseling and Disciplining - Employees conduct counseling sessions and are involved in both informal and formal disciplinary actions. Guidance is received from their local office manager as needed, and employee is kept informed of all formal disciplinary actions.

Performing Other Personnel Functions - Employees recruit and make recommendations on new personnel as part of the local office management team along with the local office manager. Employees conduct annual performance evaluations and make recommendations regarding salary.

II. SCOPE AND NATURE OF WORK SUPERVISED:

Dynamics of Work Supervised - Work is performed independently with responsibility for frequent interpretation of official policy memoranda, legal briefs, court decisions, and administrative and policy interpretations from the ESC management team. Outstationed employees are empowered to make decisions on-site without consulting local office management.

Variety of Work Supervised - Employees are responsible for all aspects of one or more ESC service and program areas for a population varying in age, educational level, work experience, and socio-economic background.

Number of Employees Supervised - As Assistant Manager or Branch Office Manager, employees are responsible for approximately three (or less) professional and support staff. As JobLink Manager, coordination is required throughout local office while direct supervisory responsibility varies considerably from office to office.

III. EXTENT OF SUPERVISION RECEIVED: Employees submit reports to their supervisors and meet periodically. Major changes or problems in organization, personnel, and program design are discussed with the manager.

IV. SPECIAL ADDITIONAL CONSIDERATIONS: N/A

V. RECRUITMENT STANDARDS:

Knowledges, Skills and Abilities - Thorough knowledge of the ESC and its functions. Ability to analyze, interpret, and evaluate information and conflicting opinions. Ability to apply the provisions of the Employment Security law, rules, regulations, and procedures to specific cases. Ability to communicate effectively in oral and written form. Ability to supervise, train and function as a resource for lower level employment consultants.

Minimum Training and Experience Requirements

Employment Consultant Supervisor I - Graduation from a four-year college or university and three years of experience in human resource administration, case management, job development and placement, employment counseling, vocational guidance and counseling, social work, vocational rehabilitation, claims analysis, or related public contact work dealing with job applicants and employers in a variety of functions; or an equivalent combination of education and experience.

Employment Consultant Supervisor I (Veterans Employment Services) - Graduation from a four-year college or university and three years of experience in human resource administration, case management, job development and placement, employment counseling, vocational guidance and counseling, social work, vocational rehabilitation, claims analysis, or related public contact work dealing with veterans, job applicants and employers in a variety of functions; or an equivalent combination of education and experience.

Necessary Special Requirement: Title 38, United States Code (38 U.S.C.), Section 4104 states that, "Preference shall be accorded first to qualified service-connected disabled veterans; then, if no such disabled veteran is available, to qualified eligible veterans and, if no such eligible veteran is available, then to qualified eligible persons."

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.