

## EMPLOYMENT SECURITY MANAGER I

This is professional work in the management of a job service office in an area with limited civilian labor force and programs. Work involves developing, within established policies and procedures, an organizational plan for local office activities; adjusting the plan to meet changes in work loads and services offered; and supervising/directing the activities of subordinate employment consultants and office support personnel. Employees perform a community outreach role by fostering contacts with employers in the service area to promote the use of available employment security services and develop linkages with local, state and federal organizations to provide a comprehensive program package that assists in removing employment barriers. As negotiator of Employment Security Commission's (ESC) role in the community, a high degree of collaboration and coordination in developing and implementing local area workforce delivery systems is required. Work is performed independently under the administrative supervision of a regional manager. Technical assistance is provided by state program specialists and work is evaluated and reviewed by the regional manager on the basis of the quality and quantity of work performed and its conformance to established policies and standards.

### I. SUPERVISORY/MANAGERIAL FUNCTIONS:

Planning - Employees develop annual plans for services, program goals, office objectives, policies, and procedures, and ensure that these plans are compatible with the overall agency objectives. Employees evaluate the feasibility of programs and activities based on analysis of data and economic conditions of clients, employers and the community as they impact on staff resources. Employees coordinate local office planning with service delivery area advisory board or equivalent local area governing body to provide the appropriate level of service activities, and submit plans to the governing body for approval prior to submission to regional manager.

Organizing and Directing - Employees independently develop, adjust work assignments and schedules and determine workflow in collaboration with subordinate staff. Employees make adjustments in operations, organizational design, and standards to respond to changing program emphases and procedures and new technology. Employees must frequently negotiate partnership arrangements with local human service providers which usually involve staffing and space issues. Employees may discuss unusual or significant changes in organization and program modifications with the regional manager.

Budgeting - Employees recommend and monitor budgets for local office based upon prior experience, anticipated needs and justify unusual budget requests to regional manager.

Training - Employees evaluate training needs of the staff and recommends appropriate training to the regional manager or state office program specialists. Employees provide on the job training to subordinate staff in areas of work supervised and identify other resources within the agency and/or contact the regional manager to arrange for training.

Setting Work-Standards - Employees are responsible for ensuring that work is carried out in accordance with established office standards and procedures. Employees develop operating procedures and rules, quality and quantity work standards, and guidelines to aid staff in regular work assignments. Work requires employees to participate in-group meetings with other local office managers and regional manager(s) to develop new and modify existing policies, procedures, and standards.

Reviewing Work - Employees review assigned work on a quarterly basis utilizing personal observation, controls, and computer printouts, and conduct annual Performance Management Program review sessions with subordinates, to discuss performance of work completed, in progress and to develop plans for corrective action as needed.

Counseling and Disciplining - Employees resolve disciplinary and other employee relations problems at the local level. Employees initiate oral and written warnings and/or recommend more serious disciplinary actions to the regional manager.

Performing Other Personnel Functions - Employees recruit and interview applicants for vacant positions and make recommendations for new hires to regional manager. Employees make recommendations for staff promotion, salary increases, and/or dismissal to the regional manager.

II. SCOPE AND NATURE OF WORK SUPERVISED:

Dynamics of Work Supervised - Work is characterized by the diversity of the local labor market, changing state and federal guidelines, shifting emphasis on program goals and objectives, testing requirements of local employers, coordination of all services with other programs in the service area, and greater extent of involvement with federally funded training and service delivery programs.

Variety of Work Supervised - Employees supervise subordinates in a job service office involved in unemployment insurance, placement, training, and other service delivery programs.

Number of Employees Responsible For - Employees supervise a staff of up to 15 professional and office support personnel.

III. EXTENT OF SUPERVISION RECEIVED: Employees are responsible for quality and quantity of services provided. Work may be periodically reviewed during meetings with the regional manager to discuss administrative problems.

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 may indirectly supervise up to 15 intermittent employees.

Physical Dispersion of Employees - All employees may work in one location, although staff may be outstationed and required to take claims for unemployment insurance at scheduled itinerant points during periods of mass layoff.

V. RECRUITMENT STANDARDS:

Knowledges, Skills and Abilities - Considerable knowledge of the organization, operation, and objectives of the Employment Security Commission in North Carolina. Considerable knowledge of accepted interviewing, counseling and employment techniques; industrial and employment conditions within the state; and a variety of human resource programs offered in the service area. General knowledge of modern office procedures, practices, and equipment. Ability to supervise and review the work of employment consultants and office support employees. Ability to train subordinates in the use of employment service techniques and procedures or in the application of unemployment insurance rules and regulations. Ability to analyze and interpret data related to employment service and unemployment insurance activities. Ability to organize and present information in oral and written form. Ability to establish and maintain effective working relationships with subordinate employees and the general public.

Minimum Training and Experience Requirements - Graduation from a four-year college or university and five years of experience in public or private employment service related work including one year in a supervisory capacity.

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.