

## EMPLOYMENT SERVICE DEPUTY DIRECTOR

This is professional level work in administering Employment Service activities of local offices through Employment Security Regional Managers, assisting the Director in formulating and administering policies and procedures of the Employment Service Division, and acting for the Director in his/her absence.

### I. SUPERVISORY/MANAGERIAL FUNCTIONS:

Planning - Employee assists with plans for both long range goals and short-term operations of Employment Service Division including state office and local points of service. Reviews regional reports for conformance with established annual projections relative to the establishment of statewide objectives for the Commission. Employee discusses operational plans with regional managers and advises them on questions pertaining to administering employment security programs.

Organizing and Directing - Employee evaluates the effect of Commission policies and objectives and recommends changes for the effective administration of employment service programs and for the improvement of relationships between regional personnel and state office staff.

Budgeting - Employee supervises and coordinates the development of statewide program coordination plan from basic funding allocations to acceptance of plan by State Coordination Council and the U.S. Department of Labor regional office.

Training - Employee assists in planning program and training components for conferences dealing with mid-level management. Monitors the selection and development of state and local office personnel. .

Setting Work Standards - Oversees the preparation of procedure, policy, and performance standards to assure performance of organization is within fiscal, legal, and programmatic guidelines. Employee meets with regional managers to develop procedures, policies, rules, and regulations for statewide programs and services.

Reviewing Work - Employee reviews and evaluates performance of components of organization to determine effectiveness in meeting performance standards through review of computer printouts and conferences with regional managers. Develops plans with regional managers and staff program supervisors to adjust variances and take corrective action as needed to upgrade performance.

Counseling and Disciplining - Employee gets involved in the event of serious disciplinary action. Recommendations for termination are made to agency chairman. Employee counsels with regional managers and staff supervisors to ensure conformance to Commission policies and regulations.

Performing Other Personnel Functions - Employee conducts performance appraisals and recommends staff for promotion, salary increase, and/or dismissal. Employee interviews applicants for vacant positions on state office staff or regional manager level and recommends person to be hired.

## 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 state, changing state and federal guidelines, and shifting emphasis on program objectives and goals.

Variety of Work Supervised - Employee is administratively and programmatically responsible for employment service programs within the state.

Number of Employees Responsible For - Employee is directly responsible for nine professional employees and indirectly responsible for all employment service employees.

III. EXTENT OF SUPERVISION RECEIVED: Work is performed under the general direction of the Employment Service director and is evaluated through conferences and activity reports.

## IV. SPECIAL ADDITIONAL CONSIDERATIONS:

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

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

Physical Dispersion of Employees - Employee supervises regional managers who, are responsible for specific geographic regions of the state and who usually reside within the region.

## V. JOB REQUIREMENTS:

Knowledges, Skills, and Abilities - Thorough knowledge of the background, organization, and operation of public employment services, and of federal and state legislation pertaining to public employment services; provisions of the North Carolina Unemployment Insurance Law; the laws of North Carolina relating to labor and employment; industrial and labor conditions in the State; considerable knowledge of the principles and practices of business management; functions and problems involved in the administration of a public employment service program; and economic and labor problems. Ability to supervise the work of others, to exercise good judgment in appraising situations and in making decisions, to present comments and opinions clearly and concisely; and to deal tactfully with the public.

Minimum Education and Experience - Five years experience in public or private employment service work, personnel administration, business management or a related field, including three years in an administrative capacity involving supervision and participation in the formulation of organizational policy, the implementation of such policy, and the coordination of work within the organization.

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.