

EMPLOYMENT SERVICES MANAGER

DESCRIPTION: Under administrative direction, manages the delivery of all Job Service program services in a small or medium sized office with a staff of four or more employees; performs related work as required.

EXAMPLES OF WORK: (A position may not be assigned all the duties listed, nor the listed examples include all the duties that may be assigned.)

Interprets and directs the application of policies pertinent to the administration of Job Service programs.

Supervises and evaluates the work performed by three or more subordinate staff.

Answers inquires and explains requirements and procedures pertinent to Job Service programs to both clients and employers.

Evaluates the delivery of program services and new or changed programs/services in conjunction with professional staff.

Prepares special and recurring reports.

Develops and conducts public relations activities to explain the various Job Service programs to employers, labor organizations, governmental agencies, community groups, and the general public.

FULL PERFORMANCE KNOWLEDGES, ABILITIES, AND SKILLS REQUIRED: (These may be acquired on the job and are needed to perform the work assigned.)

Knowledge of: rules, policies, and operating procedures pertinent to the delivery of Job Service program services in Nebraska.

Ability to: supervise staff; administer the delivery of Job Service program services; analyze managerial, administrative, and technical problems; make decisions.

ENTRY KNOWLEDGES, AIBLITIES, AND SKILLS REQUIRED: (Applicants will be screened for possession of these through written, oral, performance, and/or other evaluations.)

Knowledge of: Federal and Stated Employment Security laws; interviewing procedures techniques; principles and practices of personnel management.

Ability to: Understand directives; follow oral or written instructions; communicate orally and in writing; interact with client and employers; analyze data to identify relevant facts; cope with frustrating situations on a continuing basis.

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JOB PREPARATION GUIDELINES: (Entry knowledge, abilities, and/or skills may be acquired through, BUT ARE NOT LIMITED TO, the following coursework/training and/or experience.)

Post high school education with an emphasis in any one of the following areas: public or business administration or social/behavioral sciences and experience in delivering programs services within a human resource agency, organization, or program.

OR

Managerial or administrative experience in a human resource agency, organization, or program.