

UNEMPLOYMENT INSURANCE FIELD REPRESENTATIVE SUPERVISOR

DESCRIPTION: Under general direction, supervises several subordinate field representatives in the application and enforcement of the Nebraska Employment Security law; performs related work as assigned.

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

Assign work to staff, coordinate work flow and track progress toward completion.

Review completed field representative assignments (status investigations, audits, benefit overpayment investigations, action on delinquent taxes and reports, change in business status and ownership), analyze the completed assignments for appropriate action taken, completeness and accuracy.

Supervise and evaluate the work performance of subordinate staff. Provide suggestions or direction to improve performance.

Select new staff, analyze staff training needs and provide training to meet needs.

Advise agency staff and the public on Nebraska Employment Security law, regulations, procedures and policies.

Analyze complaints, concerns and problems presented by the staff and public and develop a proper course of action or solution to the problem.

Provide leadership to achieve agency goals and oversee the administration of policies and the Law.

Make presentations to the public.

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

Knowledge of: the rules, policies, guidelines and operating techniques pertinent to the Nebraska Employment Security law.

Ability to: supervise and train staff; administer policies and regulations pertinent to enforcement of the Nebraska Employment Security law.

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

Knowledge of: State and Federal Employment Security laws; principles and practices of accounting and auditing; basic principles and practices of personnel management.

Ability to: analyze accounting records; interact with diverse groups and individuals to exchange information; interpret regulations and procedures pertinent to Unemployment Insurance programs; communicate both orally and in writing; cope with frustrating situations on a continuing basis.

JOB PREPARATION GUIDELINES: (Entry knowledge, skills and/or abilities 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: business or public administration, economics, finance, or banking including or supplemented with coursework in accounting or auditing and professional level experience in auditing.

OR

Experience as an Unemployment Field Representative.

LEGAL REQUIREMENTS: (These requirements must be met by all employees prior to attaining permanent status in this class.)

Positions in this classification are subject to Title 42, Nebraska Administrative Code, Chapter 1 – Minimum Standards for Government Employees Identified as Auditors. The basic requirement is a Bachelor's degree in business administration or the equivalent, with at least 24 semester hours of accounting or auditing.

Any combination of education with a concentration in accounting and auditing experience acceptable to the Auditor of Public Accounts, may be substituted for the educational requirements in Section 002.01.