

STATE OF NEBRASKA CLASS SPECIFICATION
EMPLOYMENT SERVICES SUPERVISOR

EST: 09/78 – REV: 08/11
CLASS CODE: V70311

DESCRIPTION: Under general supervision, supervises the delivery of all employment and training program services within a small One-Stop Career Center or specific program services in a larger One-Stop Career Center; performs related work as assigned.

DISTINGUISHING CHARACTERISTICS: (A position is assigned to this class based on the scope and level of work performed as outlined below.)

The Employment Services Supervisor class is distinguished from the Employment Specialist class by the responsibility to supervise Career Center staff including Employment Specialists and Workforce Coordinators.

This class is distinguished from the Employment Services Manager class which manages the delivery of all employment and training program services in a large One-Stop Career Center and ensures the successful business operation of the assigned location. Positions allocated to the Regional Workforce Development Manager class are responsible for the direction and administration of a Regional One-Stop Center and manage employment and training programs through the supervision of managers, supervisors and/or program staff.

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

Plans, supervises and directs activities of assigned employment and training programs within a One-Stop Career Center by applying State and federal laws and pertinent agency policies.

Supervises staff in a Career Center including assigning and evaluating work performed, training, coaching and recommending personnel actions such as selection, disciplinary procedures, leaves of absence and grievance proceedings.

Trains staff in the policies and procedures of Career Center operations including client case management, intensive and various training services and WIA and/or ES core services.

Monitors activities within an assigned Career Center, including eligibility determinations, and ensures compliance with relevant State and federal rules and regulations.

Analyzes work flow and processes performed in an assigned Career Center and makes recommendations to develop new procedures to improve productivity.

Represents the agency through advisory committees and work groups to promote program services to employers and other interested external partners.

Develops and oversees special projects including open houses, employer recruitment and employer focused conferences/workshops.

Communicates information to Career Center staff, applicants, employers, local business partners and the general public regarding rules, regulations, policies and procedures relating to employment and training programs.

V70311 - EMPLOYMENT SERVICES SUPERVISOR (continued)

Prepares ad hoc and recurring reports regarding various employment program services metrics and other statewide labor market information.

Assists in developing Career Center program services budget; monitors expenditures and ensures appropriate use of allocated funds.

KNOWLEDGE, SKILLS AND ABILITIES REQUIRED: (These are needed to perform the work assigned.)

Knowledge of: the principles and techniques of leading/coaching others; equal opportunity laws; interviewing procedures and techniques; the general functions and structure of an employment service program.

Skill in: public speaking; presenting information clearly using various media; interviewing clients to collect and elicit essential information and assess needs; maintaining self control and composure under trying conditions.

Ability to: assign and evaluate the work of staff; learn and apply State and federal employment services rules and regulations; learn and apply agency rules, policies and procedures pertinent to Career Service operations; learn to supervise the delivery of employment service program services; understand directives and follow instructions; communicate electronically, on paper, or in person to disseminate information to a diverse group of people; understand human behavior; interact with employees and the general public of all socio-economic levels; prepare reports.

MINIMUM QUALIFICATIONS: (Applicants will be screened for possession of these qualifications. Applicants who need accommodation in the selection process should request this in advance.)

Associates degree in social/behavioral sciences, business or public administration, management, human relations, education or related field AND experience in employment and training programs or delivering program services within a workforce development agency, organization, or program. Relevant coursework, training and/or experience may substitute for the educational requirement on a year-for-year basis.

SPECIAL NOTES:

State agencies are responsible to evaluate each of their positions to determine their individual overtime eligibility status as required by the Fair Labor Standards Act (FLSA).

Positions in this class may require an employee to possess a valid driver's license, or the ability to provide independent authorized transportation, in order to perform work-related travel.