

DESCRIPTION: Under limited supervision, manages the delivery of all employment and training program services in a large One-Stop Career Center through the supervision of Employment Services Supervisors and/or related program staff; responsible for the successful operation of the Career Center through development and implementation of effective work systems and processes; 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.)

This class is distinguished from the Employment Services Supervisor class by the size and scope of Career Center employment services programs managed. Positions allocated to the Employment Services Supervisor class typically supervise delivery of programs in a small One-Stop Career Center or specific program services within a large One-Stop Career Center under the direction of an Employment Services Manager or Regional Workforce Development Manager.

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 these examples include all the duties that may be assigned.)

Plans, assigns, directs and evaluates the work of staff within a One-Stop Career Center including recommending personnel actions related to selection, disciplinary procedures, performance, leaves of absence, grievances and work schedules and assignments.

Compares work performance of supervised staff with established standards to determine and recommend personnel actions including promotions, disciplinary actions, status changes and separations.

Trains staff in the policies and procedures of employment services programs and eligibility and other identified areas as needed to improve potential.

Manages the operations of a large Career Center including managing supervisory and program staff, preparing Career Center budget, developing and implementing policies and procedures in compliance with State and federal rules and regulations and analyzing work flow to develop efficient work procedures.

Interprets and directs the application of policies pertinent to the administration of employment service and training programs.

Answers inquires and explains requirements and procedures pertinent to employment service and training programs to both clients and employers.

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

Prepares ad hoc and recurring reports regarding Career Center operations and programs managed.

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

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

Knowledge of: the principles and techniques of supervision; federal and State Employment Services laws; equal opportunity laws; interviewing procedures and techniques; the functions and structure of an employment service program; budget processes. .

Skill in: public speaking; presenting information clearly using various media; maintaining self control and composure under trying conditions.

Ability to: manage human resources; plan, assign, direct and evaluate work of staff; learn and interpret State and federal employment services rules and regulations; learn and interpret policies, procedures and guidelines related to employment services programs in Nebraska; understand directives and follow instructions; analyze and interpret programs and the procedures/processes used to achieve agency goals; communicate electronically, on paper, or in person to disseminate information to a diverse group of people; interact with staff, clients and employers; interact with people at all socio-economic levels; analyze data to identify relevant facts; use typical office computer software and compile and present 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.)

Bachelor's degree in public or business administration, social/behavioral sciences, management, human relations, education or related field AND 2 years experience in employment and training programs or delivering program services within a workforce development agency, organization, or program including supervising staff. Relevant education and/or experience may be substituted 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.