

EMPLOYMENT SERVICES METRO AREA MANAGER

DESCRIPTION: Under administrative direction, manages the delivery of all Job Service program services in a large metropolitan area office with a staff of 25 or more employees; performs related work as required.

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.)

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

Monitors multi-section/office operations.

Supervises and evaluates the work performed by subordinate staff.

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

Reviews the delivery of program services and new or changed programs/services with professional staff.

Coordinates administrative actions required on unusual operational and personnel problems with supervisory 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 programs services; analyze managerial, administrative, and technical problems; make decisions.

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

Knowledge of: Federal and State Employment Security laws; interviewing procedures and 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.