

DESCRIPTION: Under limited supervision, manages a Unit comprised of programs pertaining to Unemployment Insurance (UI); ensures compliance with State and federal program regulations through the supervision of program staff; performs related work as assigned.

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, assigns, directs and evaluates the work of staff members including recommending personnel actions related to selection, disciplinary procedures, performance, leaves of absence, grievances, work schedules and assignments to ensure efficient and effective accomplishment of work.

Trains staff in policies and procedures pertinent to the assigned Unit programs to improve and maintain job performance levels.

Supervises and oversees an assigned Unit and subsequent programs within the UI Division through the supervision of program staff and ensures the operations are in compliance with federal and/or State program laws, policies, and procedures.

Plans, coordinates, implements, and monitors systems and procedures within an assigned Unit.

Ensures successful operations of the assigned Unit programs by establishing performance goals, monitoring performance indicators and defining corrective actions.

Collaborates with employers, claimants, and/or counterparts in other states or the federal government.

Coordinates operations with other UI Units and programs and/or other State and federal offices.

Evaluates and prepares ad hoc and recurring reports regarding Unit programs to inform management of the current status and/or suggest needed changes for improvements.

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

Knowledge of: the principles and techniques of leading, monitoring and/or supervising others; State and federal Unemployment Insurance laws; Unemployment Insurance processes and procedures; the principles and practices of organization.

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

Ability to: manage human resources; plan, assign, direct and evaluate the work of staff; learn and interpret State and federal Unemployment Insurance program rules and regulations; learn and interpret agency policies, procedures and guidelines related to assigned program areas; interact with diverse groups and individuals to exchange information; communicate electronically, on paper, or in person to disseminate information; analyze and interpret programs and the procedures/processes used to achieve agency goals; 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, accounting, human resources or related field and 2 years experience in delivering program services within a human resource agency, organization, or program. Experience leading, coordinating, directing, monitoring and/or supervising others. 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).