

EMPLOYMENT PROGRAMS FIELD SUPERVISOR**Nature of Work**

Under administrative direction, performs administrative and supervisory work at the full-performance level, with responsibility for the supervision of local unemployment compensation and job service offices in a defined area of the state. Has wide latitude for the exercise of independent judgement. Performs related work as required.

Examples of Work

- Visits local claims or job service offices; reviews records, reports, and talks with local manager and staff to identify program problems and to evaluate procedures.
- Directs local office staff in the implementation of any procedural changes or deficiency correction.
- Periodically reviews and evaluates specific programs such as employer relations, placement or JTPA; discusses findings with local manager and makes recommendations for improved service.
- Determines local unit requirements and needs regarding personnel and equipment; makes recommendation for change.
- Advises agency management on the effectiveness of claims and job service policies and need for modification.
- Reviews local office management staffing patterns, staffing levels and workload; plans and directs staffing changes.
- Prepares written report describing all records review and field visit findings.
- Recommends training for local managers as appropriate.
- Provides interpretation of agency procedures and policy to local staff in order to ensure statewide uniformity of policy application.
- Interviews and recommends applicants to fill local office manager positions.
- Attends various state and area meetings and training sessions; conducts special program review to correct specific office problem.
- Performs regular efficiency evaluation of local manager; discusses areas for improvement and approves local office operational plans.

Knowledge, Skills and Abilities

- Knowledge of the organization, function and policies of the Bureau of Employment Programs.
- Knowledge of the state and federal laws and regulations pertaining to unemployment claims, employment service or other specialized program area.
- Knowledge of employment and industrial conditions in the state.
- Ability to establish and maintain an effective working relationship with fellow employees and the public.

EMPLOYMENT PROGRAMS FIELD SUPERVISOR (CONT'D)

Knowledge, Skills and Abilities (cont'd)

Ability to plan and review the work of staff of the local offices in a defined area.

Ability to exercise good judgement in appraising situations, in making decisions and interpreting regulations.

Ability to exercise general administrative direction over the local offices in the area.

Minimum Qualifications

TRAINING Graduation from an accredited four-year college or university.

SUBSTITUTION Additional qualifying experience as described below may be substituted on a year-for-year basis for the required college education.

EXPERIENCE Three years of full-time or equivalent part-time paid experience in employment service and/or unemployment claims work including at least one year in a recognized lead worker, supervisory or administrative capacity.

SUBSTITUTION A master's degree in public administration, business administration, labor or industrial relations, personnel or a related field may substitute for one year of the required non-supervisory experience.

SPECIAL REQUIREMENT Availability of a car for continuous use may be a requisite of employment.

Established: 12/1/91

Effective: 12/1/91