

EMPLOYMENT PROGRAMS OFFICE MANAGER 1**Nature of Work**

Under general direction, manages a subdivision of a local office or in the Delinquency Management or Field Enforcement Units of the Contribution Accounting Section. In the subdivision of a local office, directs the processing of initial, continued, and contested unemployment compensation claims, the investigations of erroneous and fraudulent claims, and the processing and payment of unemployment benefits office. In the subdivision of a local office, directs various functions relating to veterans programs, job service activities and job training programs. In the Delinquency Management Unit or Field Enforcement Unit supervises professional, technical and clerical employees and serves as a consultant to divisions administrative staff. Interprets federal and state guidelines, bulletins or other directives which apply to employees, applicants, claimants and/or employers. Compiles information for monthly, quarterly and yearly reports. Conducts training sessions and meetings. Performs related work as required.

Distinguishing Characteristics

The Employment Programs Office Manager 1 is distinguished from the Employment Programs Office Manager 2 by responsibility for a subdivision of a local office only or the Delinquency Management Unit or Field Enforcement Unit in the Contribution Accounting Section of the Bureau of Employment Programs and may report to an Employment Programs Office Manager 2 or Employment Programs Office Manager 3.

Examples of Work

Plans, directs and supervises the activities of a subdivision of a local office engaged in various functions such as veterans program, job placement, JTPA, tax credit placement, counseling, training, initial claims, claims adjudication, investigation.

Plans, directs and supervises the activities of the Delinquency Management Unit or Field Enforcement Unit in the Contributions Accounting Section in the Bureau of Employment Programs.

Performs work in an administrative capacity compiling management reports, representing the agency before committees and the public, and attending meetings with limited authority to commit the agency to a course of action.

EMPLOYMENT PROGRAMS OFFICE MANAGER 1 (CONT'D)**Examples of Work - cont'd.**

Develops and implements work procedures for the area of supervision. Modifies work procedures as required to align with state or federal law changes.

Represents the agency in community planning and at various civic functions in matters related to unemployment compensation, promoting employment, and alleviating unemployment.

Directs a program of occupational and labor market information for the area and participates in civic and community planning groups in matters related to promoting employment.

Develops annual plan of service for local job service office. Monitors progress of office staff towards meeting established goals.

Recommends salary increases, promotions and other appropriate personnel actions and approves sick or annual leave.

Attends training, conferences, and meetings as scheduled by the agency.

Applies federal and state laws and established policies in directing the daily operations of the office.

May be designated to act as facilities manager.

Explains West Virginia Unemployment Compensation Law and other applicable federal and state law.

May be designated to act as claims deputy to determine eligibility for claims for unemployment compensation benefits.

May write legal documents explaining findings of contested or fraudulent claims for unemployment compensation benefits; if necessary, provides information for warrants and testifies before appeals tribunals, Board of Review and Magistrate's Court.

Receives and independently prepares responses to routine correspondence and inquiries; answers inquiries, complaints or requests from clients, personnel or the general public regarding services rendered or the staff.

Coordinates the work of the unit, passes on work assignments and evaluates work completed.

Reviews/monitors weekly/monthly reports concerning staffing workload, and timeliness and accuracy of reports.

EMPLOYMENT PROGRAMS OFFICE MANAGER 1 (CONT'D)

Knowledge, Skills and Abilities

Knowledge of the functions, operations and objectives of unemployment offices, job service/assessment and case management center, and Delinquency Management Unit and Field Enforcement Unit in the Contributions Accounting Section.

Knowledge of federal and state laws and regulations pertaining to the agency.

Knowledge of office practices and procedures.

Knowledge of employment and industrial conditions in the state.

Ability to interpret written procedures, instructions, policies, laws and regulations, and to apply them to local office operations.

Ability of assign, supervise and review the work of others.

Ability to establish and maintain effective public relations.

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

Ability to operate a computer.

Minimum Qualifications

TRAINING: Bachelor's degree from an accredited college or university.

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

EXPERIENCE: Two years of full-time paid or equivalent part-time paid experience in a responsible professional or technical capacity in one or more of the following fields: public administration, industrial, personnel, business management, employment security, monetary collections or tax related work, labor or industrial relations, one year of which must have been in an administrative or responsible supervisory capacity.

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EMPLOYMENT PROGRAMS OFFICE MANAGER 1 (CONT'D)

Minimum Qualifications - cont'd.

SUBSTITUTION: Master's degree in one of the above fields from an accredited college or university may be substituted for the one year non-supervisory experience.

Professional experience with the department in a local office involving duties associated with job development, interviewing, or placement may be substituted for the required supervisory experience on a year-for-year basis.

Established: 05/20/1999
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