

EMPLOYMENT PROGRAMS OFFICE MANAGER 2**Nature of Work**

Under general direction, manages the operations of a small local office of the Bureau of Employment Programs. In the small 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. In the small local office, directs various functions relating to veterans programs, job service activities and job training programs. 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 2 is distinguished from the Employment Programs Office Manager 1 by supervising a small local office that is not designated as a site coordinator or Work-4-WV One Stop Center and may supervise a satellite office.

Examples of Work

Plans, directs and supervises the activities of a small local office engaged in various functions such as veterans programs, job placement referral, JTPA, tax credit placement, counseling, training programs at schools, employer contracted training, initial claims, adjudication, investigation and other functions/programs.

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

Develops annual plan of service for local office and monitors progress of office staff towards meeting established goals.

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

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.

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

EMPLOYMENT PROGRAMS OFFICE MANAGER 2 (CONT'D)

Examples of Work - Cont'd.

Applies federal and state laws and established agency policies in directing the daily operations of the office.
Reviews statements from claimants and employers concerning contested unemployment claims and/or if fraud is suspected.
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.
May be designated to act as a facilities manager.

Knowledge, Skills and Abilities

Knowledge of the functions, operations, and objectives of a small local office of the Bureau of Employment Programs.
Knowledge of federal and state laws and regulations pertaining to the agency.
Knowledge of office practices and procedures.
Ability to interpret written procedures, instructions, policies, laws and regulations, and to apply them to local office operations.
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 for the training on a year-for-year basis for the required training.
EXPERIENCE: Three years of full-time 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 or business management, employment security, labor or industrial relations two years of which must have been in a responsible supervisory capacity.

EMPLOYMENT PROGRAMS OFFICE MANAGER 2 (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 one year of the 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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