

## Unemployment Insurance Supervisor

### I. KIND AND LEVEL OF WORK

Professional supervisory unemployment insurance work. Under limited supervision, plans, organizes and supervises the subordinate staff of a medium-sized metropolitan field office engaged in establishing, servicing and adjudicating unemployment insurance claims filed by the public or a section within the central office of the unemployment insurance division performing specialized functions relating to employer unemployment insurance tax liability or claimant benefit rights; performs related work as required.

### II. EXAMPLES OF WORK/DUTIES

*(A position may not include all the work examples given, nor does the list include all that may be assigned.)*

- Directs the overall work activities of subordinate office staff to attain program standards and to ensure consistent application of divisional policies and procedures by determining appropriate staff size, interviewing, and selecting employees, scheduling hours of work, transferring employees and approving staff assignments.
- Evaluates individual work performance of subordinate staff against established standards to determine the degree of quality and quantity of the employees' work, recommending salary increases, promotions, demotions, disciplinary actions, or termination so that appropriate personnel transactions and issues are handled as necessary.
- Determines and requests staff, supplies and equipment needed for the office or section supervised to contribute to the formulation of budgetary needs for the unemployment insurance division, and to facilitate meeting program standards.
- Develops and directs the implementation of new and revised office claims or section procedures to respond to changes in unemployment insurance program objectives and priorities and to improve the effectiveness of the office or section supervised.
- Interprets unemployment insurance laws, directives, policies, and procedures to subordinate staff, employers, and claimants to ensure the accurate application/explanation of unemployment insurance program activities.
- Analyzes and makes recommendations on proposed unemployment insurance legislation, changes in existing statutes and divisional policies and procedures so that all regulatory language can be reasonably administered without adverse effect on the quality of services provided to employers or claimants.
- Directs section subordinate staff in making administrative determinations of employer tax liability, tax rates or delinquent taxes so that employers are assured of equitable treatment and fair representation under applicable unemployment insurance tax laws.
- Instructs subordinates in the investigation and preparation of criminal prosecution cases involving fraudulent claims activity so that the integrity of the unemployment insurance program is maintained.

- Confers with department staff and representatives of local, state, and federal agencies and organizations to develop cooperative working relationships by exchanging information on joint service activities of specific individuals, general activity data and other areas of interest or concern.
- Speaks before the labor and business groups to explain the unemployment insurance program and the rights and obligations of participants and employers to promote an awareness of available services and a broader understanding and acceptance of income maintenance programs.

### III. KNOWLEDGE, SKILLS, AND ABILITIES

#### *Knowledge of:*

- Federal and state unemployment insurance laws and rules and divisional policies and procedures sufficient to plan and implement local office or section operations, resolve disputed claims, or tax issues and provide evaluation of proposed legislation or changes to existing laws.
- State, department and divisional policies and procedures regarding payroll processing, budgeting, purchasing, lease agreements, etc. sufficient to provide and administrative control over the office or section supervised.
- Centralized sections of the Unemployment Insurance division (e.g., Benefits, Tax Accounting, Appellate) sufficient to determine their area of control and extent of authority relative to local office claims operations.
- Staff training principles and practices sufficient to instruct subordinate employees in the implementation of changes to local office or section work procedures.
- Public and private human service programs and agencies sufficient to determine their impact of unemployment insurance program activities, to advise supporting staff as to the additional services each provider can offer eligible claimants and to communicate pertinent information to a respective agency or program official regarding the updated status of a currently active participant.

#### *Ability to*

- Plan, organize, assign, and evaluate the work of supporting staff.
- Instruct subordinate staff on the procedures and techniques of unemployment insurance claims taking and claims adjudication.
- Interpret and explain federal, state and department unemployment insurance laws, directives, policies, and procedures.
- Assess local economic trends and develop projections regarding staffing, office space, equipment, and work processes.
- Monitor and evaluate the delivery of program services within their respective service area and resolve administrative and technical problems affecting office operations.
- Communicate in writing and in oral group presentations.

## LICENSURE/CERTIFICATION/STATUTORY REFERENCES

## SPECIAL WORK CONDITIONS

## REFERENCES

Former title(s): Unemployment Compensation Supervisor III, Unemployment Insurance Supervisor 3, Reemployment Insurance Supervisor 3, Reemployment Compensation Supervisor 3

## REVISION HISTORY

Established 7/47

Revised 9/81; 8/83

Ckd.: 1/95

T.C.: 9/81, 1/95; 8/99; 4/00, 1/31/2024