

## UNEMPLOYMENT INSURANCE SUPERVISOR 4

### KIND OF WORK

Professional supervisory unemployment insurance work.

### NATURE AND PURPOSE

Under limited supervision, plans, organizes and supervises the subordinate staff of a large metropolitan office engaged in establishing, servicing and adjudicating unemployment insurance claims filed by the general public; performs related work as required.

### EXAMPLES OF WORK

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 performances of subordinate staff against established standards to determine the degree of quality and quantity of the employee's work, recommending salary increases, promotions, demotions, disciplinary actions or termination so that personnel issues are handled as necessary.

Determines and requests staff, supplies and equipment needed for the office supervised to contribute to the formulation of budgetary needs for the unemployment insurance division as a whole, and to facilitate meeting program standards.

Develops and directs the implementation of new and revised office claims procedures to respond to changes in unemployment insurance program objectives and priorities and to improve the effectiveness of the office supervised.

Interprets unemployment insurance laws, directives, policies and procedures to subordinate staff, employers and claimants to insure the accurate application/explanation of unemployment insurance program activities.

Analyzes and makes recommendation 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 affect on the quality of services provided to employers or claimants.

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 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 the program objectives.

**KNOWLEDGE, SKILLS, AND ABILITIES REQUIRED**

Knowledge of:

Federal and state unemployment insurance laws and rules and divisional policies and procedures sufficient to plan and implement local office operations, resolve disputed claims issues and provide the 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 administrative control over the office supervised.

Centralized sections of the unemployment insurance division (e.g. Benefits, Tax Accounting, Appellate) sufficient to determine their areas 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 claims procedures.

Public and private human service programs and agencies sufficient to determine their impact on 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 the respective agency or program official regarding the updated status of a currently active participant.

Ability to:

Plan, organize, assign and evaluate the work of subordinate staff.

Instruct subordinate staff on the procedures and techniques of unemployment insurance claims taking and claims adjudication.

Interpret and explain federal and state unemployment insurance laws, directives, policies and procedures.

Assess local economic trends and develop projections regarding staffing, office space, equipment and work processes.

Unemployment Insurance Supervisor 4

Class Specification

Page 3

Monitor and evaluate the delivery of program services within the respective service area and resolve administrative and technical problems affecting office operations.

Communicate in writing and in oral group presentations.

Est.: 8/83

Rev.:

Ckd.: 1/95

T.C.: 1/95; 8/99; 4/00

Former Title(s): Unemployment Insurance  
Supervisor 4

Reemployment Insurance Supervisor 4

Reemployment Compensation Supervisor 4