

UNEMPLOYMENT INSURANCE PROGRAM DIRECTOR

KIND OF WORK

Management level work in the direction of comprehensive program and services within the Department of Employment and Economic Development (DEED).

NATURE AND PURPOSE

An employee in this class is responsible for providing direction and control within the Unemployment Insurance (UI) Program. The Unemployment Insurance Program Director manages the human, financial and material resources; establishes policies, procedure and facilities; participate in core management planning to improve the operations of the UI Program, and develops long range goals for the implementation of service.

Under general supervision of the Unemployment Insurance Director the employee is allowed considerable independence in the execution of the position requirements, with the exception of major policy/program changes, which are presented for consideration by the Unit Director; performs related work as required.

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

Directs and manages the Program Office so that the Program's functions are administered in an effective, efficient manner while conforming to the law.

Participates in management strategic planning for the Unemployment Insurance Program and develop policies and goals that promote program priorities.

Directs and manages the daily operations of the UI Program area in an efficient and cost effective manner that is consistent with Customer Service Center priorities and related program integrity issues.

Provides leadership, supervision and professional development goals for the program staff to enhance staff performance, professional development and goal achievement

Complies with applicable statutes, rules, regulations and policies in order to effectively carry out the requirements of the position, and the goals of the Division and DEED.

KNOWLEDGE, SKILLS, AND ABILITIES REQUIRED

Knowledge of:

Extensive Knowledge of:

History, philosophy, laws, policies and procedures concerning the Unemployment Insurance Program in Minnesota and other states

Laws, policies and procedures concerning Employment and Training Programs in order to interpret and recognize policy implications on the UI Program

Special programs such as Disaster Unemployment Assistance, Extended Benefits, Shared Work and Trade Re-employment Allowance which interact with the basic UI program

Fiscal management sufficient to effectively deal with budget issues and monitor effective use of resources

Human resources management sufficient to motivate staff and work within union contracts

Economics and labor market information sufficient to work with customers on specific opportunities, small group dynamics, team development, workplace development systems and resources. Innovations and technology in providing customer service and promoting efficiency

Skill in:

Communication, particularly oral presentation and formal writing, to effectively communicate with staff, customers, public offices and the media

Facilitation in establishing goals and expectations, planning, problem solving, evaluation, coaching, feedback, and training

Organization and management sufficient to direct staff, identify needs, and implement programs

Problem solving techniques to improve UI Program implementation

Ability to:

Plan and analyze complex far reaching issues to meet the needs of diverse interests

Coordinate, delegate, coach and motivate

Create and find innovative solutions that meet the needs of customers/interest groups

Develop and execute effective program implementation which anticipate future challenges

Est.:

T.C.: 4/2000

Rev.: 9/2015

Ckd:

Former Title(s): Reemployment Program
Director