

WORKFORCE DEVELOPMENT FIELD OPERATIONS AREA MANAGER 4

KIND OF WORK

Professional supervisory job placement and income maintenance work.

NATURE AND PURPOSE

Under limited supervision, supervises the subordinate staff of a full service outstate facility operation which typically includes a full service satellite and multiple limited service sub-office(s) to deliver job placement and income maintenance program services to a community consisting of a large labor force and highly diversified industry or; supervise a large metropolitan facility operation which includes multiple service locations to deliver job placement and/or income maintenance program services to a community consisting of a large labor force and highly diversified industry.

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 the overall work activities of subordinate staff to attain program standards and to ensure consistent application of policies and procedures by interviewing and selecting employees, scheduling hours of work, transferring employees and approving staff assignments.

Reviews and evaluates individual work performance of subordinate staff to recommend salary increases, promotions, demotions and disciplinary actions or terminations or to identify training needs by comparing work with established standards.

Trains subordinate staff in the principles, policies and procedures in job placement and income maintenance programs to ensure that services are provided to the community by conducting formal and on-going informal sessions to communicate changes in federal and State regulations.

Determines staff, supply and equipment needs for the office to meet program service needs by preparing, maintaining and justifying budget proposal and allocating resources accordingly.

Develops and maintains a public relations program to promote the program activities and services of the office in the community by providing interviews to media, speakers for community groups and organizations, representation on inter and intra-agency committees in the area, etc.

Directs the development and implementation of services to area employers to establish positive relationships with them and to encourage their utilization of area office services by instituting and maintaining an on-going system of employer contacts, actively participating in local employer groups, etc. and assigning staff responsibility for regular employer contacts.

Plans and controls program services to special population groups to ensure that procedural and eligibility requirements are met by developing standards for implementation and completing statistical and narrative reports.

**KNOWLEDGE, SKILLS AND ABILITIES REQUIRED**

Knowledge of:

Federal and State income maintenance and job placement laws and regulations and applicable department and divisional policies and procedures sufficient to plan, direct and evaluate program services to applicants and claimants.

State, department and divisional policies and procedures regarding payroll processing, budgeting, purchasing, lease agreements, etc. sufficient to provide administrative control over the office.

Staff training principles and practices sufficient to instruct employees in the implementation of changes to area office work procedures.

Private employers and public human service programs and agencies sufficient to determine their impact on job placement and income maintenance program activities, to advise subordinate staff of the additional services each provider can offer, eligible clientele and to communicate pertinent information to a prospective employer or agency or program official.

Ability to:

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

Instructs subordinate staff on the procedures and techniques of job placement and income maintenance programs.

Interpret and explain federal, State and departmental 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 and resolve administrative and technical problems affecting office operations.

Communicate in writing and in oral group presentations.

Est.: 9/83

Rev.:

T.C.: 10/07

Former Title(s): Job Services Field Operations  
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