

STATE OF SOUTH DAKOTA CLASS SPECIFICATION

Class Title: Job Service Supervisor

Class Code: 010925

Pay Grade: GJ

A. Purpose:

Manages the day-to-day operations of a Job Service office under the oversight and supervision of a Job Service Manager from another location; and may supervise Employment Specialists, Employment Representatives, Employment Service Assistants, and/or clerical/office support staff assigned to programs and services to ensure the goals and performance standards of the office are met.

B. Distinguishing Feature:

Job Service Supervisors manage the day-to-day operations of a Job Service office and report to a Job Service Manager from another Job Service office.

Job Service Assistant Managers are located in the Rapid City or Sioux Falls Job Service Office and manage two or more employment and training programs to support Department of Labor and Regulation (DLR) and Job Service goals, supports the Job Service Manager and acts on their behalf in their absence, and supervise Employment Specialists, Employment Representatives, and/or clerical support positions.

Job Service Managers manage a Job Service Office and all of its employment and training programs and services and supervise assigned staff.

C. Functions:

(These are examples only; any one position may not include all of the listed examples nor do the listed examples include all functions which may be found in positions of this class.)

1. Oversees day to day operations of a satellite Job Service Office and assists the Manager to ensure the needs of the office are met as well as the needs of the business community and the public.
 - a. Reviews office workloads and makes adjustments as necessary.
 - i. Assists staff with their duties.
 - ii. Rotates tasks among staff.
 - b. Monitors building services and repair needs ensuring they are reported to the property or building manager.
 - c. Redirects staff to respond to elevated phone call or walk-in traffic.
 - d. Ensures the office has the necessary supplies to operate.
 - e. Participates in the review and establishment of general office policies such as dress code and emergency action planning.
 - f. Provides monthly program and service statistics and trend information.
 - g. Approves travel vouchers.
 - h. Monitors the use of assigned fleet and travel vehicles.
 - i. Protects the office and staff from potentially dangerous situations involving irate, belligerent, drunk, or disorderly customers.
 - j. Ensures staff equipment is functional enabling them to do their jobs and coordinates with BIT and other agencies for services and equipment.
 - k. Reviews and submits work orders to BIT and follows up to ensure requested service has been provided.

- l. Attends business hostings as directed by the Manager.
 - m. Assists new and prospective businesses by making Job Service Office available for its use in interviewing and testing prospective employees.
2. Supervises or directs the work of subordinate staff to ensure program and service goals and objectives of the office are met.
 - a. Determines or interprets work procedures.
 - b. Interviews and recommends the selection of staff.
 - c. Provides training and work direction.
 - d. Approves leave requests.
 - e. Addresses staff problems and recommends disciplinary actions.
 - f. Conducts performance reviews and completes performance documents.
 - g. Reviews completed work.
3. Performs other work as assigned.

D. Reporting Relationships:

Reports to a Job Service Manager located at a larger Job Service Office and may supervise Employment Specialists, Employment Representatives, Employment Service Assistants, and/or clerical support staff.

E. Challenges and Problems:

Challenged to ensure all program requirements are documented and proper procedures have been followed when dealing with participants. This is difficult because a participant may have to be penalized or dismissed from a program due to noncompliance and there are always additional questions and a potential hearing. The position is also challenged to remain flexible to deal with a myriad of issues, concerns, and questions. This is difficult due to the many different programs and services offered by the office and the many participants, public, and employers seeking those services.

Typical problems include difficult participants with unrealistic expectations; dealing with a large volume of participants daily; prioritizing projects when short of staff; not being able to assist everyone needing assistance due to a shortage of program funds; dealing with participants who may have multiple mental or physical barriers but the programs demand some type of participation; non-English speaking participants with no work history and little if any education; balancing staff workload; resolving scheduling conflicts; poor labor investigating and resolving complaints from participants or employers; attaining local office goals when they are influenced by the actions of other agencies and the participants being served; coordinating activities between agencies and working out issues; determining the best course of action in dealing with unusual cases, situations, or program changes and working with staff in understanding and initiating that action; having TANF participants placed in deferred status thus affecting participation rates; and getting businesses and participants to buy into programs and services.

F. Decision-making Authority:

Decisions made include approving schedule changes; adjustments to staff workloads; when to intervene between staff and participants; how staff should proceed on difficult or unusual situations; how to respond to complaints or concerns from participants,

businesses, the public, or staff; recommendations as to the hiring of new staff; initial recommendations when staff disciplinary action is needed; and application of policies and procedures for the office.

Decisions referred include personnel issues that may lead to a work improvement plan or separation, communications with department management positions, changes to meet department goals and performance standards, requests for additional program funding, approval of changes to policies and procedures and program goals and methods to achieve them, hours to be charged to specific project or function codes, memorandums of understanding between the office and other agencies/offices, and final approval of hiring and firing staff.

G. Contact with Others:

Daily contact with the public and employers on department programs or related issues and to give and receive information; daily contact with department supply to request and check on supply requests; weekly contact with the Department of Social Services on TANF and Food Stamp issues; weekly contact with BIT to discuss computer issues; monthly contact with the Career Learning Center to discuss services to participants; monthly contact with Job Corps Directors to discuss admissions and to get information; monthly contact with community worksites to give and receive information; contact as needed with the landlord or maintenance personnel to discuss issues or make requests; contact as needed with Labor Program Specialists to give and receive information.

H. Working Conditions:

Works in a standard office environment.

I. Knowledge, Skills and Abilities:

Knowledge of:

- employment and training programs and services;
- human behavior;
- social and economic problems in the area and the state;
- casework and interviewing techniques;
- factors which influence poverty and unemployment;
- community resources available for participants;
- available state and federal service assistance programs and their eligibility requirements;
- directives and programs of the Department of Labor field operations.

Ability to:

- supervise;
- establish and maintain effective working relationships with others;
- communicate information clearly and concisely;
- deal tactfully with others;
- follow instructions and take direction;
- interpret and apply rules, policies, procedures, and determine program eligibility;
- work with people of all levels of education and experience;
- maintain self-control under stressful situations;

- evaluate the work of others;
- make formal presentations to groups of people;
- develop and present training to staff and participants;
- use a personal computer.