

## STATE OF SOUTH DAKOTA CLASS SPECIFICATION

**Class Title: Job Service Manager**

**Class Code: 010992**

**Pay Grade: GK**

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### **A. Purpose:**

Manages a Job Service Office and directs employment and training programs and services for that office; establishes, implements, and monitors goals and polices; and supervises staff to ensure the office obtains or exceeds department goals and assigned performance standards.

### **B. Distinguishing Feature:**

Job Service Managers manage a Job Service Office and all of its employment and training programs and services and supervise Employment Specialists, Employment Representatives, Employment Service Assistants, and clerical support staff.

Job Service Assistant Managers are located in the Sioux Falls or Rapid City Job Service Office and manage two or more employment and training programs and supervise Employment Specialists, Employment Representatives, and/or clerical support positions.

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.

Employment Specialists implement job development and placement for participants to include individuals with disabilities or participants with barriers to employment by providing them with case management, establishing and determining plan compliance, initiating action to aid individuals or families to become self-sufficient, and counseling program participants; promote Department of Labor and Regulation programs and services to employers

### **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. Manages a Job Service Office to ensure the necessary day-to-day 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. Conducts staff meetings to provide information on programs, policies, and procedure changes.
  - c. Directs itinerant services in an assigned area.
  - d. Plans for and requests updated equipment and adequate materials to maintain the office and provide required services.
  - e. Deals with landlords, building managers, or contracted services on building maintenance and cleaning issues.
  - f. Deals with angry, belligerent, intoxicated individuals or those under the influence which come into the office seeking services or complaining about not being eligible for assistance.

- g. Tracks office related performance data comparing what has been done to assigned performance goals and directs staff in areas in need of concentration.
  - h. Determines the hours of operation for the office, dress code, breaks, and lunch schedule.
  - i. Oversees and works with customers helping them to understand the self-service options that have been developed for their use.
  - j. Monitors the advertising and travel budgets for the office.
  - k. Reviews job orders and registrations to ensure compliance with office goals and procedures.
  - l. Investigates legitimate complaints.
  - m. Ensures the security of office equipment, materials, and staff.
  - n. Ensures the office's compliance with Equal Employment Opportunities and the Americans with Disabilities Act and provides information to area businesses in these areas.
  - o. Attends and participates in managers meetings.
2. Directs, oversees, and reports on all employment and training programs and services provided by the office to ensure conformance with performance standards and department goals.
- a. Maintains awareness of programs.
  - b. Keeps staff informed of changes in programs and procedures.
  - c. Monitors programs to ensure goals and performance standards are met and makes necessary adjustments.
  - d. Establishes procedures to maximize superior customer service in all program areas while maintaining accountability of participants and program representatives.
  - e. Works with staff on difficult or unusual situations.
  - f. Reviews and approves or disapproves supportive services expenditures related to program activities.
  - g. Directs the local Rapid Response team in response to large business or plant closings or layoffs.
    - i. Meets with employers and employees to explain what the Job Service Office can do for them.
    - ii. Works with staff and other agencies to provide help to the affected employees of those businesses.
3. Supervises 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 or directs the training of staff.
  - d. Assigns tasks and provides daily work direction to staff.
  - e. Approves leave requests, flex time, and signs time sheets.
  - f. Addresses staff problems, recommends, and carries out disciplinary actions.
  - g. Conducts weekly staff meetings.
  - h. Resolves staff conflicts.
  - i. Conducts performance appraisals and completes performance documents.
4. Develops, maintains, and participates in public relations activities to ensure accurate and complete information on the Job Service Office's programs and services is provided.

- a. Establishes and maintains working relationships with business leaders, economic development, Chambers of Commerce, and other local, state, and federal agencies.
  - b. Makes presentations before groups to explain programs and services.
  - c. Attends business hostings to explain available programs and services.
  - d. Approves local advertising ensuring the best use of the advertising budget.
  - e. Responds to requests from local media and submits articles and information.
5. Participates in meetings regarding economic development in the community and surrounding areas to assist in the growth and development of the areas business community.
- a. Attends meetings to provide information and ideas.
  - b. Researches and provides labor market information.
  - c. Works with staff in the development and implementation of a Business Outreach Plan.
  - d. Coordinates with new and proposed businesses offering the services of the Job Service Office and equipment.
  - e. Participates on or oversees committees designed to develop training and employment opportunities for the community.
6. Performs other work as assigned.

**D. Reporting Relationships:**

The position reports to the Director of Field Operations. Supervises Employment Specialists, Employment Representatives, Employment Service Assistants, Secretaries, Staff Assistants, and temporary employees.

**E. Challenges and Problems:**

Challenged to develop a staff into a team that is willing to do their jobs and contribute to the mission and goals of the office and department. This involves directing staff energy in a cohesive and focused fashion and motivating staff while maintaining a climate of cooperation and teamwork. The position is also challenged in dealing with the needs of employers, job seekers, and participants seeking assistance from the many different programs the office provides. It is difficult to meet everyone's particular needs with available resources and program requirements while providing the best possible service.

Problems include explaining eligibility for program services, dealing with disgruntled or belligerent participants, providing outreach services to local businesses while still maintaining a full service office, tailoring services and programs to meet the needs of the customers, managing available resources, getting a diverse group of people to work as a team, determining the best ways to reach target populations, getting staff to buy into decisions out of their control, ensuring staff are properly trained in the programs and services the office provides, scheduling time away from the office to attend meetings and make presentations, maintaining a working knowledge of all programs and services because of constant changes to federal labor programs, marketing services in rural areas, and dealing with the wide variety of problems participants bring with them when they come in for services.

**F. Decision-making Authority:**

Decisions made include content and implementation of internal goals, policies, and procedures; approval of travel, advertising, and training requests; how to resolve issues with participants and businesses; approval of funds for supportive services; most effective use of resources; degree of community involvement; content of the business plan/model for the office; staff assignments to promotional events; when to call for equipment and building service; and staffing needs at itinerate offices.

Decisions referred include final office goals; questionable policies or procedures; how to deal with complaints beyond the scope of the individual Job Service offices; which community organizations the managers will belong to; budgets for the offices; final approval of staff training; final approval of hiring new staff, disciplinary actions and terminations; legal and department policy interpretations; how to deal with issues that may affect other offices and/or state agencies; and final approval whether services to a business should be discontinued.

#### **G. Contact with Others:**

Daily contact with area businesses on Job Service Office programs and services; daily contact with the public on services, programs, complaints, referrals, and employment counseling; daily contact with other department staff to give and receive information; weekly to monthly contact with other state and federal agencies to give and receive information; and monthly contact with area economic development groups, educational consortiums, chamber offices, and the media to give and receive information.

#### **H. Working Conditions:**

Typical office environment.

#### **I. Knowledge, Skills and Abilities:**

Knowledge of:

- supervisory and management techniques;
- economic and labor market conditions in the state;
- employment and training programs and services;
- human behavior;
- 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;
- labor market and economic conditions in the local area and statewide.

Ability to:

- supervise;
- communicate clearly and concisely;
- deal tactfully with others;
- use a computer;
- make public presentations to individuals or large groups;
- market the services and programs of the Job Service Office;

- ensure the effective delivery of employment and training programs and all of the services of the Job Service Office;
- work with people of all levels of education and experience;
- maintain self-control under stressful situations;
- evaluate the work of others;
- develop, implement, and interpret policies and procedures.