

Iowa Department of Administrative Services – Human Resources Enterprise  
Job Classification Description

## Unemployment Insurance Manager

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### Definition

Supervises/manages the operations of an Unemployment Insurance (UI) program that includes claims adjudication/fact-finding, employer account maintenance, field audit, investigations, fraud detection and overpayment recovery, revenue collection, and special claims; performs related work as required.

*The work examples and competencies listed below are for illustrative purposes only and not intended to be the primary basis for position classification decisions.*

### Work Examples

Supervises and evaluates the work of subordinates; recommends personnel actions related to selection, disciplinary procedures, performance, leaves, grievances, work schedules, and assignments; administers personnel policies and procedures.

Oversees a core function of Unemployment Insurance Division and participates in bureau level management meetings involving the development of program plans, setting of annual program goals/objectives, and development of policies/procedures.

Provides Bureau Chief advice on financial matters; monitors unit budgets, obligates funds of up to agency-approved amount without approval of Bureau Chief, and advises of need to modify budgets and/or transfer funds; prepares supporting documentation/justification for major purchases and remodeling; conducts long range planning for the replacement of computers and other equipment, leases, and related facility contracts; tracks special projects, handles purchasing/processing of payments, monitors expenditures, and makes change recommendations (rules, policies/procedures).

Develops, interprets, and implements administrative policy to meet DOL/IWD standards/guidelines; accountable for improving unit communication, facilitating team meetings, process improvement projects, and identification of potential problems; analyzes internal production reports, assesses progress toward meeting goals/objectives and advises upper management on problems, potential risks, risk mitigation strategies, project progress, and resource deployment needs.

Directs/leads project teams composed of administrative, management, and field staff for purposes of developing statewide strategic/program plans and policies/procedures under the manager's control; investigates agency employees involved in illegal or incorrect UI activities; coordinates work with other departments and collaborates with UI Managers and other organization units in IWD to evaluate/resolve operational problems and issues; serves as the "face" of Bureau operations and has extensive interaction with employers, accountants, legislators, Iowa agencies, and agencies in other states.

Identifies employee skill development problems/needs and coordinates delivery of staff training; directs/participates in the training of unit staff on UI laws, rules, program policies/procedures, computer programs, documentation requirements and use of investigative tools; monitors daily operations to ensure progress in skill development and staff are adequately trained in assigned duties; researches best practices and initiates/maintains contact with other states regarding staff development training.

Assists in development of computer systems and approves work orders to change or enhance the capability of unemployment insurance systems; interprets/implements national and regional office directives, administrative rules, and Iowa Code, as they relate to the unit; drafts/recommends proposed administrative rule and law changes and responds to U.S. Department of Labor (DOL) requests; maintains periodic contact with employers, interest groups, other public/private organizations, and government agencies through written business communications including reports, letters, surveys, memos, and electronic mail.

Ensures that program work is completed in a manner that meets federal standards for timeliness, quantity and quality of work; interprets/disseminates information on state, federal, and departmental rules, regulations, policies, and procedures to educate and keep staff, partners, and organizations apprised; resolves policy issues not covered by policy, procedure, established precedent, or practice.

## Competencies Required

### Knowledge:

- Administration and Management – Business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, production methods, and coordination of people and resources.
- Personnel and Human Resources – Principles and procedures for personnel recruitment, selection, training, compensation and benefits, labor relations and negotiation, and personnel information systems.
- Law and Government – Laws, legal codes, court procedures, precedents, government regulations, executive orders, agency rules, and the democratic political process.
- English Language – The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Customer and Personal Service – Principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
- Education and Training – Principles and methods for curriculum and training design, teaching and instruction for individuals and groups, and the measurement of training effects.
- Mathematics – Arithmetic, algebra, geometry, calculus, statistics, and their applications.

### Abilities:

- Oral Comprehension – Listen to and understand information and ideas presented through spoken words and sentences.
- Oral Expression – Communicate information and ideas in speaking so others will understand.
- Written Expression – Communicate information and ideas in writing so others will understand.
- Speech Clarity – Speak clearly so others can understand.
- Speech Recognition – Identify and understand the speech of another person.
- Deductive Reasoning – Apply general rules to specific problems to produce answers that make sense.
- Inductive Reasoning – Combine pieces of information to form general rules or conclusions.

- Information Ordering – Arrange things or actions in a certain order or pattern according to a specific rule or set of rules (e.g., patterns of numbers, letters, words, pictures, mathematical operations).
- Problem Sensitivity – Tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem.

**Skills:**

- Active Listening – Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
- Monitoring – Monitoring/Assessing performance of yourself, other individuals, or organizations to make improvements or take corrective action.
- Critical Thinking – Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
- Reading Comprehension – Understanding written sentences and paragraphs in work related documents.
- Speaking – Talking to others to convey information effectively.
- Writing – Communicating effectively in writing as appropriate for the needs of the audience.
- Social Perceptiveness – Being aware of others' reactions and understanding why they react as they do.
- Negotiation – Bringing others together and trying to reconcile differences.
- Active Learning – Understanding the implications of new information for both current and future problem-solving and decision-making.
- Judgment and Decision Making – Considering the relative costs and benefits of potential actions to choose the most appropriate one.
- Service Orientation – Actively looking for ways to help people.
- Complex Problem Solving – Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.

**Minimum Qualification Requirements**

Applicants must meet at least one of the following minimum requirements to qualify for positions in this job classification:

- 1) Graduation from an accredited four-year college or university with a degree in any field, and experience equal to four years of full-time professional work in unemployment insurance, program administration, management or development.
- 2) A total of eight years of education and/or full-time experience (as described in number one), where thirty semester hours of accredited college or university coursework in any field equals one year of full-time experience.
- 3) Current, continuous experience in the state executive branch that includes four years of full-time work as a Workforce Advisor, Field Auditor, Job Insurance Quality Auditor, Investigator 2, or Employer Liability Specialist.

**Notes**

Travel may be required for positions in this class. Employees must arrange transportation to and from assigned work areas.

*Effective date: 04/26 SA*