

IOWA DEPARTMENT OF ADMINISTRATIVE SERVICES ▼
HUMAN RESOURCES ENTERPRISE

UNEMPLOYMENT INSURANCE MANAGER

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 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 a subordinate staff; effectively recommends personnel actions related to selection, disciplinary procedures, performance, leave of absence, grievances, work schedules and assignments and administers personnel and related 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 insure 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 Chapter 96 of the law, 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 of the organizational structure, functions, techniques and procedures involved in the operations of an IWD program.

Knowledge of the current social, economic and vocational problems related to IWD programs.

Knowledge of state and federal laws and regulations governing IWD activities and programs with a heavy emphasis on unemployment insurance programs.

Knowledge of trends in technology as it applies to the day-to-day operations.

Knowledge of personal computers.

Knowledge of the principles, theories, techniques and trends of public administration including financial management, labor relations, and related governmental programs.

Knowledge of source materials and guidelines which can be used to resolve problems encountered not covered by precedent action.

Ability to generate change within the work environment and possess good organizational skills.

Ability to manage process improvement projects with moderate to large scale impact on the Department.

Ability to adapt to a constantly changing environment with a proactive approach.

Ability to deal effectively with persons representing wide backgrounds, interests and points of view.

Ability to analyze organizational and operational problems and develop timely and economical solutions.

Ability to express thoughts and ideas clearly and concisely, both orally and in writing.

Ability to gather, coordinate, and analyze facts and make accurate judgments and recommendations.

Ability to plan, organize, facilitate and effectively supervise the work of a subordinate staff.

Ability to consider new ideas or divergent points of view.

Ability to adjust to change, work pressures or difficult situations without undue stress.

Displays high standards of ethical conduct. Exhibits honesty and integrity. Refrains from theft-related, dishonest or unethical behavior.

Works and communicates with internal and external clients and customers to meet their needs in a polite, courteous, and cooperative manner. Committed to quality service.

Displays a high level of initiative, effort and commitment towards completing assignments efficiently. Works with minimal supervision. Demonstrates responsible behavior and attention to detail.

Responds appropriately to supervision. Follows policy and cooperates with supervisors.

Aligns behavior with the needs, priorities and goals of the organization.

Encourages and facilitates cooperation, pride, trust, and group identity. Fosters commitment and team spirit.

Expresses information to individuals or groups effectively, taking into account the audience and nature of the information. Listens to others and responds appropriately.

EDUCATION, EXPERIENCE, AND SPECIAL REQUIREMENTS

Graduation from an accredited four year college or university and experience equal to four years of full-time professional level work in unemployment insurance, program administration, management or development;

OR

an equivalent combination of education and experience, substituting one year of the full-time required experience for one year (thirty semester or equivalent hours) of the required education to a maximum substitution of four years;

OR

employees with 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, Tax Performance System Analyst, Investigator 2 or Employer Liability Specialist.

NOTE

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

Effective Date: 4/07 JN