

IOWA DEPARTMENT OF ADMINISTRATIVE SERVICES ▼
HUMAN RESOURCES ENTERPRISE

WORKFORCE DEVELOPMENT SUPERVISOR

DEFINITION

Supervises a program area or areas within a Workforce Development Center; 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, leaves of absence, grievances, work schedules and assignments, and administers personnel and related policies and procedures.

Plans, organizes, and directs the activities of a program unit by assigning/reviewing work, identifying training needs and providing in-service training.

Responds to inquiries from claimants, job seekers, employers, and the general public by explaining Unemployment Insurance laws and administrative rules; investigates complaints from employers/applicants, establishes facts and determines if remedial action is required.

Promotes available services by contacting local, private, and public organizations and explaining existing services and assessing manpower needs; represents IWD at related business meetings.

Monitors unit(s) supervised to assure efficiency of operations by analyzing work production, applicant flow, and employer/employee suggestions, and modifying operating procedures as necessary.

Prepares various reports to provide narrative and statistical data of unit activities by gathering, analyzing and compiling relevant data into the required format.

Provides input into the development/modification of internal and external unit policies, methods and procedures (e.g., work flow, applicant flow and recordkeeping).

Informs employees about management policies, procedures and goals and answers questions or obtains information from specialists when technical knowledge is required; explains criterion for evaluations, status of projects or program activities, coverage and limitations of services or programs, and how systems function and processes interrelate.

COMPETENCIES REQUIRED

Knowledge of the organization, skills, techniques and procedures involved in the operations of Workforce Development Center programs.

Knowledge of modern concepts, principles and techniques of interviewing, appraising and placing job applicants.

Knowledge of state and federal laws and regulations governing IWD activities and programs.

Knowledge of social, economic, and labor market conditions as they relate to Workforce Development Center programs.

Ability to gather, analyze and interpret Workforce Development Center related information objectively, and draw sound conclusions.

Ability to represent the program activities within and outside the organization and to gain support for the agency's program goals.

Ability to organize and present factual information and ideas clearly and precisely in order to apprise administration of the status of assigned operations.

Ability to consider new ideas or divergent points of view.

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

Ability to objectively evaluate facts, situations and circumstances in order to resolve program-related problems and issues.

Ability to demonstrate a positive attitude, professional appearance, and be a team player.

Ability to efficiently operate a keyboard for a personal computer or host-connected mainframe terminal.

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

Displays high standards of ethical conduct. Refrains from dishonest behavior.

Works and communicates with all clients and customers providing quality professional service.

Displays a high level of initiative, effort, attention to detail and commitment by completing assignments efficiently with minimal supervision.

Follows policy, cooperates with supervisors and aligns behavior with the goals of the organization.

Fosters and facilitates cooperation, pride, trust, and group identity and team spirit throughout the organization.

EDUCATION, EXPERIENCE, AND SPECIAL REQUIREMENTS

Graduation from an accredited four-year college or university and one year of professional experience performing either employment interviewing, referral and job placement or determining eligibility benefits for unemployment insurance;

OR

employees with current continuous experience in the state executive branch that includes experience equal to twenty-four months as a Workforce Advisor, or Business Marketing Specialist, Workforce Development.

NOTE

Travel will be required for positions in this job class. Employees are responsible for arranging their own transportation to and from assigned work areas.

Effective Date: 01/13 BR