

IOWA DEPARTMENT OF ADMINISTRATIVE SERVICES ▼  
HUMAN RESOURCES ENTERPRISE

**JOB INSURANCE QUALITY MANAGER**

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**DEFINITION**

Plans, directs and supervises the statewide operations of the job insurance quality control unit; performs related duties 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 auditors and 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, directs and coordinates the quality control programs to reduce the number of inaccurate unemployment insurance payments made to claimants and to review the various Unemployment Insurance tax operations; develops and administers unit policies and procedures and approves work methods.

Reviews and evaluates activities, reports and records; determines if program goals, objectives and functional responsibilities are being met; implements changes as needed.

Interacts with other management staff both within and outside the unemployment insurance division to exchange information, resolve operational or other problems and develop short and long-term plans.

Identifies training needs of quality control staff; trains or makes necessary arrangements for both formal training courses and on-the-job training in specific program areas.

Consults with representatives from the regional and national offices of the Department of Labor to review completed audits and obtain guidance in problem areas such as data collection or methodology.

**COMPETENCIES REQUIRED**

Knowledge of the principles of supervision including delegation of work, training of subordinates, performance evaluation, discipline and hiring.

Knowledge of the purposes, goals and objectives of the quality control programs.

Knowledge of unemployment insurance law and administrative policies and procedures.

Knowledge of general management principles such as those relating to time and resource management, goal and objective identification.

Knowledge of the capabilities and limitations of agency data processing resources as related to the quality control programs.

Knowledge of Workforce Development Center procedures.

Ability to plan, organize, direct and evaluate the work of a subordinate staff.

Ability to gather, analyze and interpret information and draw sound conclusions.

Ability to apply and interpret unemployment insurance law, administrative policy and procedures as they relate to the quality control programs.

Ability to develop appropriate solutions to problems related to the quality control programs.

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. Makes an effort to follow policy and cooperate 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 college or university and three years of full-time experience in a workforce development program determining eligibility benefits for unemployment insurance;

OR

an equivalent combination of education and experience, substituting one year of the required experience for every thirty semester hours of the required education;

OR

employees with current continuous experience in the state executive branch that includes experience equal to twelve months of full-time work as a Job Insurance Quality Auditor 2.

Effective Date: 12/98 GRC