

**MICHIGAN CIVIL SERVICE COMMISSION
JOB SPECIFICATION**

EMPLOYMENT SERVICE MANAGER

JOB DESCRIPTION

Employees in this job serve as managers coordinating and directing the activities of employment service staff. Under the general supervision of an administrator, employees work within general methods and procedures and exercise considerable independent judgment to adapt and apply the guidelines to specific situations. Work requires knowledge of the policies, procedures, laws and regulations related to the work, and management techniques, personnel policies, and procedures. The employee oversees or performs such functions as approving leaves, conducting service ratings, counseling employees, participating in employee grievance procedures and the hiring and training of personnel.

There are two classifications in this job. The classification level is determined by the application of the Professional Managerial Position Evaluation System.

Position Code Title – Employment Service Manager-3

Employment Service Manager 14

The employee functions as a first-line professional manager of professional positions in a complex work area, a first-line professional manager of professional positions in a standard work area receiving executive direction, a second-line professional manager of professional positions in a standard work area, a first-line manager of a professional position in a complex work area receiving executive direction, or a first-line professional manager of nonprofessional positions in a complex work area receiving executive direction.

Position Code Title – Employment Service Manager-4

Employment Service Manager 15

The employee functions as a first-line professional manager of professional positions in a complex work area receiving executive direction, a second-line professional manager of professional positions in a complex work area, a second-line professional manager of professional positions in a standard work area receiving executive direction, or a third-line professional manager of professional positions in a standard work area.

JOB DUTIES

NOTE: The job duties listed are typical examples of the work performed by positions in this job classification. Not all duties assigned to every position are included, nor is it expected that all positions will be assigned every duty.

Selects and assigns staff, ensuring equal employment opportunity in hiring and promotion.

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Coordinates regional employment service activities by scheduling assignments, setting priorities, outlining work methods, and directing the work of subordinate staff.

Evaluates and verifies employee performance through the review of completed work assignments and techniques.

Develops and maintains strong, positive working relationships with Michigan Works! Directors, Michigan Works! Service Center managers, and center partners.

Identifies staff development and training needs and ensures that training is obtained.

Carries out programs, policies, and projects as directed by central office.

Interprets employment service laws, regulations, policies, and procedures for staff, employers, claimants, and the public.

Provides employment services to job seekers and employers.

Plans and makes adjustments in staff assignments according to shifts in labor market conditions and implementation of new programs.

Ensures that proper labor relations and conditions of employment are maintained.

Participates in initiatives that have statewide program and policy impact.

Represents the agency on boards, committees, projects, and special impact groups.

Promotes agency mission through public speaking, media coverage, and interaction with legislators.

Establishes working relationships with employers, veterans' organizations, and the public.

Maintains records, prepares reports, and composes correspondence related to the work.

Participates in any office activity as required.

Performs related work appropriate to the classification as assigned.

Additional Job Duties

Employment Service Manager 15

Directs regional employment service activities to targeted populations, in partnership with Michigan Works! Director, by setting priorities, scheduling work assignments, and outlining work methods.

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Participates in regular operational meetings with Michigan Works! Director or designee to resolve issues.

Develops and implements a case management system for "hard to serve" customers and monitors caseload to ensure appropriate workloads and use of system.

Serves as contract administrator between Michigan Works! Agency and the Employment Services Administration (ESA) to ensure the agency is meeting State of Work and Budget requirements of the contract.

Negotiates Memoranda of Understanding with Michigan Works! Area Directors, outlining nature, quality, and coordination of service to ESA targeted populations at each service center location. Negotiates cost allocation plans for each service center location. Authorize payment for cost reimbursement in support of agency staff in accordance with agree-upon cost allocation plan.

Determines staffing patterns at each Michigan Works! location according to grant financial and technical requirements.

Directs and participates in the establishment, administration, and evaluation of Employment Services Programs and services.

Represents the agency Workforce Development Board strategic planning initiatives for employment and training programs at the local level. Commits agency resources to support these plans.

JOB QUALIFICATIONS

Knowledge, Skills, and Abilities

NOTE: Considerable knowledge is required at the 14 level and thorough knowledge is required at the 15 level.

Knowledge of Employment Services Administration objectives, employment service laws, policies, rules and regulations, procedures and practices.

Knowledge of recruiting, interviewing, and placement techniques.

Knowledge of supervisory techniques and training techniques.

Knowledge of personnel practices, labor relations, and equal employment opportunity policies and procedures.

Knowledge of state and federal legislative processes.

Knowledge of state government organization and functions.

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Knowledge of federal, state, and local relationships that impact the operations of a department.

Knowledge of employee policies and procedures.

Knowledge of methods of planning, developing, and administering programs.

Knowledge of staffing requirements as to type, number, and training necessary for the accomplishment of program goals.

Ability to plan, direct, and coordinate program and administrative activities of a complex, interrelated, and interdependent nature, where unknowns and numerous contingency factors are involved.

Ability to establish and maintain effective relationships with government officials, private industry officials, professional personnel, and others.

Ability to instruct, direct and evaluate employees.

Ability to plan and organize a regional operation to carry out employment service programs.

Ability to evaluate and implement changes in procedures and activities.

Ability to represent the regional office and the agency in the community and on committees, task forces, special projects, etc.

Ability to maintain records, prepare reports and compose correspondence related to the work.

Ability to communicate effectively.

Ability to maintain favorable public relations.

Working Conditions

None.

Physical Requirements

None.

Education

Possession of a bachelor's degree with any major.

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Experience

Employment Service Manager 14

Four years of professional experience in Employment Service programs, including two years equivalent to the experienced (P11) level or one year equivalent to the advanced (12) level.

Employment Service Manager 15

Five years of professional experience in Employment Service programs, including three years equivalent to the experienced (P11) level or two years equivalent to the advanced (12) level.

Alternate Education and Experience

Employment Service Manager 14

Completion of two years of college (60 semester or 90 term credits) and five years of experience equivalent to an Employment Service Interviewer E10 or a Migrant Services Worker E10, four years equivalent to an Employment Service Interviewer 11, or two years equivalent to an Employment Service Supervisor 12 may be substituted for the education and experience requirements.

Employment Service Manager 15

Completion of two years of college (60 semester or 90 term credits) and six years of experience equivalent to an Employment Service Interviewer E10 or a Migrant Services Worker E10, five years equivalent to an Employment Service Interviewer 11, or three years equivalent to an Employment Service Supervisor 12 may be substituted for the education and experience requirements.

Special Requirements, Licenses, and Certifications

None.

NOTE: Equivalent combinations of education and experience that provide the required knowledge, skills, and abilities will be evaluated on an individual basis.

JOB CODE, POSITION TITLES AND CODES, AND COMPENSATION INFORMATION

Job Code

EMPSVCMGR

Job Code Description

Employment Service Manager

Position Title

Employment Service Manager-3

Employment Service Manager-4

Position Code

EMPSMGR3

EMPSMGR4

Pay Schedule

NERE-143

NERE-147