

**MICHIGAN CIVIL SERVICE COMMISSION  
JOB SPECIFICATION**

**EMPLOYMENT SERVICE SUPERVISOR**

**JOB DESCRIPTION**

Employees in this job coordinate and direct staff and participate in employment service program activities. Under the general supervision of a manager, work is performed 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 supervisory techniques, personnel policies, and procedures. The employee performs such functions as approving leaves, conducting service ratings, counseling employees, and participating in employee grievance procedures and the hiring and training of personnel.

There is one classification level in this job.

**Position Code Title – Employment Service Supervisor-1**

**Employment Service Supervisor 12**

The employees serve as first-line supervisors coordinating and directing the activities of employment service staff and participate in the employment service program activities.

**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.

Coordinates 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.

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

Carries out programs, policies, and projects as directed by regional manager.

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

## **EMPLOYMENT SERVICE SUPERVISOR**

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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.

Resolves problems with employers and/or job applicants.

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 as assigned.

### **JOB QUALIFICATIONS**

#### **Knowledge, Skills, and Abilities**

Thorough knowledge of Employment Service Administration objectives, employment service laws, policies, rules and regulations, procedures and practices.

Thorough knowledge of recruiting, interviewing, and placement techniques.

Some knowledge of supervisory techniques.

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

Ability to instruct, direct and evaluate employees.

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

Ability to evaluate and implement changes in procedures and activities.

Ability to represent the 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.

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Ability to maintain favorable public relations.

**Working Conditions**

None.

**Physical Requirements**

None.

**Education**

Completion of two years of college (60 semester or 90 term credits).

**Experience**

Five years of experience equivalent to an Employment Service Interviewer, including four years equivalent to an Employment Service Interviewer E10 or three years equivalent to an Employment Service Interviewer 11.

**Alternate Education and Experience**

Possession of a bachelor's degree with any major and one year of professional experience in Employment Service programs equivalent to the experienced (P11) level 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**

EMPSERSPV

**Job Code Description**

Employment Service Supervisor

**Position Title**

Employment Service Supervisor-1

**Position Code**

EMPSSPV1

**Pay Schedule**

NERE-138