

**MICHIGAN CIVIL SERVICE COMMISSION
JOB SPECIFICATION**

UNEMPLOYMENT AGENCY BRANCH MANAGER

JOB DESCRIPTION

Employees in this job serve as managers directing the activities of an Unemployment Agency branch office. Under the general supervision of a regional administrator, employees work within general methods and procedures and exercise considerable independent judgment to adapt and apply the guidelines to specific situations, as needed. The employee exercises authority over a branch office, and attached off-site service locations, by control of budget, resources and staffing; program development, planning, implementation and review; involvement in local communities; and participation in public relations activities. Work requires knowledge of the policies, procedures, laws and regulations concerning the Michigan Employment Security Act, and management techniques, personnel policies, and procedures. Work assignments stem from the mandates and policies of the unemployment insurance program, and input from subordinate staff; and are determined by management staff. 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 three classifications in this job. The level is determined by application of the Unemployment Agency's Customer Service Branch Office Ranking formula. The Unemployment Agency Branch Manager positions are allocated based on the complexity of the branch office. The complexity of the branch office is determined by the weighted sum of two variables: economic stability and community relations. Branch manager positions are evaluated annually using these variables where a distribution of scores is determined.

Position Code Title – Unemployment Agency Branch Manager-2

Unemployment Agency Branch Manager 13

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

Position Code Title – Unemployment Agency Branch Manager-3

Unemployment Agency Branch 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

UNEMPLOYMENT AGENCY BRANCH MANAGER

PAGE No. 2

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 – Unemployment Agency Branch Manager-4

Unemployment Agency Branch 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 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.

Establishes objectives, goals, and priorities and determines operating methods for the branch office.

Directs the activities of subordinate supervisors and staff in the implementation of agency programs and services.

Coordinates branch office activities by approving assignment scheduling, outlining work methods, and directing the work of subordinate staff.

Directs the taking, processing and payment of claims for unemployment compensation and the adjudication of contested claims.

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

Clarifies policies to the branch office staff and assures that policies are carried out.

Keeps supervisors and employees informed of changes in program and procedures.

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

Selects and assigns staff, ensuring equal employment in hiring and promotion. Identifies staff development needs and ensures that training is obtained.

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

Plans, develops, implements, or arranges for training programs for branch office staff.

UNEMPLOYMENT AGENCY BRANCH MANAGER

PAGE No. 3

Evaluates and verifies employee performance through first-line supervisors.

Develops annual operating budget for branch office, and attached service locations. Administers and monitors budget through staffing costs and expenditures.

Develops, negotiates, and enters into financial agreements with other state agencies; state and federal entities; economic development organizations; community based and other organizations to enhance and expand services.

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, labor groups, the press, and the public.

Directs the preparation of operating reports, assesses effectiveness of operations, and directs necessary action.

Directs business management and facility vendor contracts and activities for office services, such as telecommunications, janitorial services, and the maintenance of equipment and supplies.

Directs the maintenance of branch office source documents, computer data, and other records and files.

Participates in any office activity as required.

Performs related work as assigned.

JOB QUALIFICATIONS

Knowledge, Skills, and Abilities

Thorough knowledge of the organization and operations of Unemployment Agency branch offices.

Thorough knowledge of the Michigan Employment Security Act and related objectives, policies, rules and regulations, procedures and practices.

Thorough knowledge of the issues and problems involved in the administration of an unemployment insurance program in a branch office.

Thorough knowledge of office management.

UNEMPLOYMENT AGENCY BRANCH MANAGER

PAGE No. 4

Thorough knowledge of interviewing techniques, claims taking and payment, and adjudication procedures.

Thorough knowledge of supervisory techniques.

Thorough knowledge of labor relations and equal employment opportunity policies and procedures.

Considerable knowledge of the principles and techniques of administrative management; including organization, planning, staffing, training, budgeting and reporting.

Considerable knowledge of fiscal planning and management.

Considerable knowledge of employee policies and practices.

Some knowledge of state and federal legislative processes.

Some knowledge of state government organization and functions.

Ability to instruct, direct and evaluate employees.

Ability to plan and organize a branch office to carry out unemployment programs.

Ability to evaluate and implement changes in procedures and activities.

Ability to represent the branch 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

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

UNEMPLOYMENT AGENCY BRANCH MANAGER

PAGE No. 5

Experience

Unemployment Agency Branch Manager 13

Three years of experience equivalent to an Unemployment Claims Interviewer 10, Unemployment Claims Examiner 10, or Unemployment Claims Worker 9; two years equivalent to an Unemployment Claims Interviewer 11 or Unemployment Claims Examiner 11; or, one year equivalent to an Unemployment Claims Supervisor 12.

Unemployment Agency Branch Manager 14

Four years of experience equivalent to an Unemployment Claims Interviewer 10, Unemployment Claims Examiner 10, or Unemployment Claims Worker 9; three years equivalent to an Unemployment Claims Interviewer 11 or Unemployment Claims Examiner 11; two years equivalent to an Unemployment Claims Supervisor 12; or, one year equivalent to an Unemployment Agency Branch Manager 13.

Unemployment Agency Branch Manager 15

Five years of experience equivalent to an Unemployment Claims Interviewer 10, Unemployment Claims Examiner 10, or Unemployment Claims Worker 9; four years equivalent to an Unemployment Claims Interviewer 11 or Unemployment Claims Examiner 11; three years equivalent to an Unemployment Claims Supervisor 12; two years equivalent to an Unemployment Agency Branch Manager 13; or, one year equivalent to an Unemployment Agency Branch Manager 14.

Alternate Education and Experience

Two years of experience as an Unemployment Claims Supervisor 12 may be substituted for the education requirement.

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

UNAGBRMGR

Job Code Description

Unemployment Agency Branch Manager

Position Title

Unemployment Agency Branch Manager-2

Unemployment Agency Branch Manager-3

Unemployment Agency Branch Manager-4

Position Code

UNAGBRMG2

UNAGBRMG3

UNAGBRMG4

Pay Schedule

NERE-140

NERE-143

NERE-147