

ILLINOIS DEPARTMENT OF CENTRAL MANAGEMENT SERVICES
CLASS SPECIFICATION

EMPLOYMENT SECURITY FIELD OFFICE SUPERVISOR

POSITION CODE: 13600

Effective: 12-17-97

DISTINGUISHING FEATURES OF WORK:

Under general direction, in a consolidated field office with combined employment services and unemployment insurance benefits, plans, directs and supervises professional employees engaged in provision of Employment Security programs and services to claimants and employers, relevant to reception/intake, claims processing, benefit payment and claims issue resolutions, employment interviewing, job testing, vocational counseling, job development, job referral, account executive coordination of employer/agency services, and adjudication issues; establishes and maintains systems to monitor section performance against goals and objectives, including a system to specifically monitor activities which most directly affect U.I. Trust Fund solvency; participates in development of consolidated office budget; participates in planning, implementation and evaluation of service delivery programs at the consolidated office level; may assume responsibility for overall management of consolidated office operations in the absence of the manager; may supervise a unit or outpost office providing limited employer or client services such as benefit or employer processing, interviewing, testing, vocational counseling, job development and job referral in the regional or outpost setting.

ILLUSTRATIVE EXAMPLES OF WORK:

1. Supervises and directs subordinate staff engaged in provision of Employment Security programs and services to claimants and employers relevant to reception/intake, claims processing, benefit claims and payment issues, resolutions, job testing, employment interviewing, vocational counseling, job development, job referral, account executive coordination of employer/agency services such as job development and job placements to the business community, and major/minor adjudication.
2. Allocates resources throughout the section so as to meet performance goals and service priorities within budget allocations, assigns work schedules and determines priorities of staff.
3. Conducts regular reviews of individual performance for all subordinate staff; develops new goals and objectives where appropriate; develops plans to improve individual staff performance in meeting expected quotas for the number of claims processed and services provided; initiates progressive disciplinary action where needed; recommends certifications, merit increases, promotions and discharges for subordinates within the framework of department management policy.

EMPLOYMENT SECURITY FIELD OFFICE SUPERVISOR (Continued)

4. Establishes and maintains a system to monitor section performance against local office goals and objectives; conducts frequent reviews of key production and budget indicators to monitor section production against goals and to identify areas where corrective action is needed; plans and implements necessary corrective action.
5. Establishes and maintains system to specifically monitor office processes in the application of sections of the U.I. Act most directly related to ensuring the integrity of the Illinois Unemployment Insurance Trust Fund, the timely issuance of all notices/determinations and benefit wage transfers/cancellations.
6. Participates in the development of program and budget plans by forecasting service needs and resource requirements for the section supervised; prepares budget requests for the manager's approval.
7. Prepares records and reports of section activities; participates with managers and other supervisors in the evaluation of department programs and services offered at the local level.
8. Processes or assists in the processing of unusual, difficult or potentially controversial claims, benefit issues, job searches or referrals and major or minor adjudication, including those of former office staff and close friends or relatives of current staff members; processes or assists in the processing of unusual and/or questionable job orders received from employers.
9. May supervise a small staff engaged in provision of client or employer services in a limited outpost setting, in claims adjudication, employment interviewing, vocational counseling, job development, and job referral activities and may supervise claims taking, benefit information and employer processing activities, prepares and reviews reports; and trains staff in procedures and methods.
10. As directed, may act in place of the Consolidated Office Manager during their absence.
11. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above.

EMPLOYMENT SECURITY FIELD OFFICE SUPERVISOR (Continued)

DESIRABLE REQUIREMENTS:

Education and Experience

Requires knowledge, skill and mental development equivalent to completion of four years of college with major coursework in the social sciences, public or business administration.

Requires three years professional experience with employment and unemployment insurance programs.

Knowledges, Skills and Abilities

Requires thorough knowledge of agency programs and services required to meet client programs.

Requires thorough knowledge of supervisory techniques and procedures necessary for effective supervision of a diverse professional staff.

Requires thorough knowledge of the community, its population, civic and community groups, and employment assets and needs.

Requires thorough knowledge of budget techniques.

Requires thorough knowledge of state and federal legislation relating to department programs.

Requires the ability to analyze problems and procedures to provide effective benefit services.

Requires the ability to understand and respond to the changing employment needs of local residents.

Requires the ability to serve as a technical and informational resource to local office staff to assist in maximizing employer services and needs.

Requires the ability to effectively communicate verbally and in written form.

In addition to having a written and spoken knowledge of the English language, candidates may be required to speak and write a foreign language at a colloquial skill level in carrying out position duties in conjunction with non-English speaking individuals.