

CLASS TITLE: EMPLOYMENT AND TRAINING MANAGER

Class Code: 02588200
Pay Grade: 26A
EO: B

CLASS DEFINITION:

GENERAL STATEMENT OF DUTIES: To manage and direct a small (volume of claims) field office; or to supervise and operation within the central office or a larger office such as adjudication, claims clearance or the claims counter; or to assist in the management of a larger office or a section of the central office to ensure the effective delivery of employment and training services, unemployment insurance or temporary disability insurance benefits to clients; and to do related work as required.

SUPERVISION RECEIVED: Works under the general supervision with some latitude to exercise independent judgement and initiative; work is reviewed through consultation and reports to ensure conformance with policies, rules, and procedures of the department.

SUPERVISION EXERCISED: Plans, organizes, reviews, and evaluates the work of technical and clerical staff.

ILLUSTRATIVE EXAMPLES OF WORK PERFORMED:

To be responsible for the work of a staff engaged in providing clients with employment and training services such as: processing initial and continued claims for unemployment insurance and temporary disability benefits; processing requests for training under the Job Training Partnership Act: interviewing, advising, referring and assisting job applicants; conducting fact-finding interviews with clients in cases which are disputed and rendering decisions in accordance with procedures and applicable laws; maintaining office records and preparing input for required reports; accepting job orders from employers; and communicating with the statewide job bank.

To establish and maintain good relations with employers, employment representatives, training providers, and related individuals and groups.

To perform direct client service functions as required.

To train employees in proper office procedures and good public relations.

To prepare regular management reports on office activity.

To do related work as required.

REQUIRED QUALIFICATIONS FOR APPOINTMENT:

KNOWLEDGES, SKILLS AND CAPACITIES: A working knowledge of placement, referral, and claims processing systems; a working knowledge of The Rhode Island Employment Security, Temporary Disability Insurance and Job Training Partnership Acts and pertinent federal statutes; a working knowledge of the principles of office management and supervision; a familiarity with various industries and businesses, occupational requirements, and employment conditions in the state; the ability to assess staffing needs; the ability to read and understand complex directives, policies, or related documents; maintain effective relationships of employers, clients and the public; the ability to resolve disputed claims which require interpretation of laws and precedent cases; the ability to train, manage and evaluate the staff of a small office, or unit; and related capacities and abilities.

EDUCATION AND EXPERIENCE:

Education: Such as may have been gained through: graduation from a college of recognized standing with a bachelor's degree in business or personnel administration or the behavioral or social sciences, or a closely related field; and

Experience: Such as may have been gained through: employment in a personnel generalist capacity involving recruitment, interviewing, coordinating training or educational activities, or handling employee insurance benefits, or performing closely related functions in a public or private organization with some responsibility for leading the work of others.

Or, any combination of education and experience that shall be substantially equivalent to the above education and experience.

Class Revised: August 25, 1991

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