

**CLASS TITLE:**

**SENIOR EMPLOYMENT  
AND  
TRAINING MANAGER**

**Class Code: 02588300**

**Pay Grade: 28A**

**EO: B**

**CLASS DEFINITION:**

**GENERAL STATEMENT OF DUTIES:** To manage and direct both the unemployment insurance and employment and training functions in a medium-sized (volume of claims) field office or to supervise either the unemployment insurance or the employment and training functions in a large field office; or to supervise all phases of a project/program within the central office; to ensure the effective delivery of employment and training services and unemployment or temporary disability insurance benefits to clients; and to perform related work as required.

**SUPERVISION RECEIVED:** Works under the general supervision with latitude to exercise independent judgement and initiative; work is reviewed through consultation and reports to ensure conformance with laws, policies and rules 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 carrying out various employment and training programs such as unemployment insurance claims processing, employment placement, Job Training Partnership Act programs, referral activity, temporary disability insurance claims processing, employer relations, initial and continued claims processing under various inter and intra-state programs, and related activities.

To supervise and review the work of a staff to ensure the proper resolution of disputed claims.

To prepare and present written and oral management information reports.

To review cases of appeal to the Board of Review, prepare data relating thereto, and make presentations to the board.

To supervise and review the work of a staff engaged in processing claims for temporary disability insurance; and to resolve related questions.

To project staffing needs and make assignments to ensure efficiency during seasonal workload fluctuations.

To review work performance of subordinates to ensure conformance to pertinent laws, rules and policies.

To implement changes in office operations and train employees in specific office functions and procedures.

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 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; the ability to maintain effective relationships with 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 (volume of claims) field 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 supervisory position responsible for recruitment and employment services, coordination of training activities, employee insurance programs, and closely related functions in a small office or unit of a public or private organization.

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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