

STATE OF OHIO (DAS)CLASSIFICATION
SPECIFICATION**CLASSIFICATION SERIES:**

ODJFS Program Delivery

SERIES NO.:

6427

MAJOR AGENCIES:

ODJFS only

EFFECTIVE DATE:

02/28/2010

SERIES PURPOSE: The purpose of the ODJFS Program Delivery occupation is to administer the delivery of program services in ODJFS Processing Centers & Call Centers & Partner One-stop centers.

At the supervisory level, incumbents monitor & oversee daily operations of program delivery in an ODJFS Processing or Call Center or in a One-Stop center & supervise lower-level staff.

At the managerial level, incumbents administer entire operations of program delivery in an ODJFS Processing or Call Center & supervise subordinate supervisor(s) & lower-level staff.

Processing Center – processes &/or adjudicates unemployment claims & is responsible for delivery of Wagner Peyser (labor exchange) programs by staff assigned to One Stop locations.

Call Center – registers customers for unemployment benefits & job placement services by telephone.

One Stop Center – locally operated partnership of multiple agencies where social services, training, veteran & employment services are provided.

This classification is reserved for use by ODJFS only.

JOB TITLE

ODJFS Program Delivery Supervisor

JOB CODE

64275

PAY GRADE

12

EFFECTIVE

02/28/2010

CLASS CONCEPT:

The supervisory level classification works under general direction & requires thorough knowledge of providing federally mandated employment services & unemployment compensation benefits in order to monitor & oversee daily operations of ODJFS Processing or Call Center or delivery of Wagner Peyser services in One Stop Center & supervise lower-level staff.

JOB TITLE

ODJFS Program Delivery Manager

JOB CODE

64276

PAY GRADE

14

EFFECTIVE

02/28/2010

CLASS CONCEPT:

The managerial level classification works under general direction & requires thorough knowledge of providing federally mandated employment services & unemployment compensation benefits in order to administer entire operations of ODJFS Processing or Call Center or delivery of Wagner Peyser services in a One Stop Center & supervise subordinate supervisor(s) & lower-level staff.

<u>JOB TITLE</u>	<u>JOB CODE</u>	<u>B. U.</u>	<u>EFFECTIVE</u>	<u>PAY GRADE</u>
ODJFS Program Delivery Supervisor	64275	EX	02/28/2010	12

JOB DUTIES IN ORDER OF IMPORTANCE: (These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)

Monitors & oversees daily operations of ODJFS Processing or Call Center or delivery of Wagner Peyser services in One Stop Center (e.g., ensures staff efficiency, productivity & customer service in implementation of programs; identifies program deficiencies & develop corrective action plans for improvement; in conjunction with other supervisory staff, provides technical assistance to staff on complex & controversial issues, develops procedural improvements & participates in development of administrative policy for statewide program delivery; analyzes impact of new operating procedures &/or laws, rules & regulations; monitors calls to ensure acceptable level of efficiency & customer service; conducts analysis of reports generated by staff to ensure compliance with federally mandated goals & objectives & ODJFS goals & objectives) & supervises lower-level staff.

In conjunction with program delivery manager &/or one stop operator & partners, ensures cooperation in delivery of programs & services to customers; interviews claimants or employers to obtain information on claims; investigates & resolves disputed claims &/or complaints from customers providing explanation & interpretation of unemployment compensation rules & regulations; conducts staff meetings; assists with budget; conducts staff training on programs; recommends improvements in technical application in areas of customer service/hardware/software & ergonomics; represents agency in public speaking engagements; provides educational materials regarding programs to unions, employers & community groups;

Operates personal computer to generate reports; evaluates & update training manuals; troubleshoots programs (e.g., computers/telephones) in processing, call &/or one stop center; attends trainings & meetings; travels to one-stop & other work sites.

MAJOR WORKER CHARACTERISTICS:

Knowledge of supervisory principles/techniques; employee training & development; state &/or federal laws & regulations governing implemented employment services & unemployment compensation programs; public relations*. Skill in operation of personal computer. Skill in operation of motor vehicle. Ability to define problems, collect data, establish facts & draw valid conclusions; prepare meaningful, concise & accurate reports; handle sensitive inquiries from & contacts with officials & general public; must be able to resolve disputed claims &/or complaints from angry &/or irate customers. Demonstrated competence in the following: acting with integrity, adapting for impact, building productive relationships, continuously improving quality, developing self, focusing on customers, valuing cultural diversity, developing staff & others, fostering team development, directing & measuring work, informing, making effective decisions, managing priorities, managing change, navigating organizational politics, cultivating vision & purpose, & thinking strategically.

(*)Developed after employment.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:

24 mos. trg. or 24 mos. exp. in providing either federally mandated employment or unemployment compensation/services to clients; 12 mos. trg. or 12 mos. exp. in supervisory principles/ techniques or lead work activities (i. e., providing work direction & training).

-Or completion of undergraduate core program in business administration, public administration or management science; 12 mos. trg. or 12 mos. exp. in supervisory principles & techniques or lead work activities (i. e., providing work direction & training).

-Or equivalent of Minimum Class Qualifications for Employment noted above.

TRAINING AND DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT:

Not applicable.

UNUSUAL WORKING CONDITIONS:

Travel required; must provide own transportation or in order to operate a state owned vehicle must possess a valid driver's license from state of residence.

<u>JOB TITLE</u>	<u>JOB CODE</u>	<u>B. U.</u>	<u>EFFECTIVE</u>	<u>PAY GRADE</u>
ODJFS Program Delivery Manager	64276	EX	02/28/2010	14

JOB DUTIES IN ORDER OF IMPORTANCE: (These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)

Administers entire operations of ODJFS Processing or Call Center or delivery of Wagner Peyser services in One Stop Center (e.g., ensures staff efficiency, productivity & customer service in implementation of programs; identifies program deficiencies & develops corrective action plans for improvement; in conjunction with supervisory staff, develops procedural improvements & participates in development of administrative policy for statewide program delivery; analyzes impact of new operating procedures &/or laws, rules & regulations; monitors calls to ensure acceptable level of efficiency & customer service; conducts analysis of reports generated by staff to ensure compliance with federally mandated goals & objectives & ODJFS goals & objectives) & supervises subordinate supervisor(s) & lower-level staff.

In conjunction with district coordinator/assistant district coordinator/county Department of Jobs & Family Services district manager/one stop operator & partners, ensures cooperation in delivery of programs & services to customers; handles complex or difficult issues & irate customers; investigates & resolves disputed claims &/or complaints from customers; conducts staff meetings; ensures operations stay within parameters of processing or call center budget; conducts staff training on programs; recommends improvements in technical application in areas of customer service/hardware/software & ergonomics; represents agency in public speaking engagements & interfaces with advocacy groups & workforce development partners, community & business leaders, government officials & union administrative staff.

Directs preparation of technical/confidential reports & correspondence for operations of ODJFS Processing or Call Center or delivery of Wagner Peyser services in One Stop Center; prepares service delivery status reports, placements & timeline reports.

Operates personal computer to generate reports; evaluate & update training manuals; troubleshoots programs (e.g., computers/telephones) in processing, call or one-stop center; attends trainings & meetings; travels to one-stops & other work sites.

MAJOR WORKER CHARACTERISTICS:

Knowledge of supervisory principles/techniques; employee training & development; office management; office practices & procedures required to implement employment services & unemployment compensation programs; state &/or federal laws & regulations governing implemented employment services & unemployment compensation programs; public relations; labor market data & employment trends. Skill in operation of personal computer. Ability to define problems, collect data, establish facts & draw valid conclusions; prepare meaningful, concise & accurate reports; handle sensitive inquiries from & contacts with officials & general public; must be able to resolve complaints from angry &/or irate customers. Demonstrated competence in the following: acting with integrity, adapting for impact, building productive relationships, continuously improving quality, developing self, focusing on customers, valuing cultural diversity, developing staff & others, fostering team development, directing & measuring work, informing, making effective decisions, managing priorities, managing change, navigating organizational politics, cultivating vision & purpose, & thinking strategically.

(*)Developed after employment.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:

24 mos. trg. or 24 mos. exp. in providing either federally mandated employment or unemployment compensation/services to clients; 18 mos. trg. or 18 mos. exp. in supervisory principles/ techniques.

-Or completion of undergraduate core program in business administration, public administration or management science; 18 mos. trg. or 18 mos. exp. in office management.

-Or equivalent of Minimum Class Qualifications for Employment noted above.

TRAINING AND DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT:

Not applicable.

UNUSUAL WORKING CONDITIONS:

Travel required; must provide own transportation or in order to operate a state owned vehicle must possess a valid driver's license from state of residence.