

**CLASSIFICATION:** MANAGER

**Class Code:** 6083-25

**Date Established:** 09-26-00

**Occupational Code:** 7-7-3

**Date of Last Revision:** 7-17-15

**Exempt Status:** Non-Exempt

**BASIC PURPOSE:** To direct and oversee Local Office operations of the Employment Service Program, the NH Employment Program, the Job and Information Center, and the Reemployment Services System of the Unemployment Compensation Program for New Hampshire Employment Security.

**CHARACTERISTIC DUTIES AND RESPONSIBILITIES:**

- Coordinates and monitors programs of employment services to assist the public.
- Directs the activities of the Employment Service Program, including but not limited to interviewing, counseling, testing, and screening individuals resulting in the placement of individuals in employment; and overseeing the Employer Services Program to identify and meet the needs of employers and community organizations.
- Manages work assignments, staffing and programs in the Employment Security Office.
- Plans and conducts staff training sessions and conferences to achieve program objectives and new and revised procedures.
- Analyzes progress reports, workloads, statistics and unit conferences to coordinate effective office operations.
- Reviews, prepares, and makes decisions on office programs and office operation effectiveness.
- Directs the activities of the Job and Information Center to provide information and resources available to meet the needs of job seekers, employers and government officials.
- Trains, allocates and transfers staff to meet normal and emergency work load conditions.
- Delegates program assignments to staff working in an Employment Security Local Office.
- Contacts employers, labor union officials and other interested groups to conduct public information forums relative to the scope and purpose of N.H. Employment Security and to promote available services through the agency.
- Supervises staff responsible for answering inquiries from employers, claimants, and the public to improve quality of service.
- Provides functional supervision to Department of Education Vocational Rehabilitation and Workforce Investment Act/Community Action Program staff assigned to the local office.

---

**DISTINGUISHING FACTORS:**

**Skill:** Requires skill in developing formats and procedures for special applications OR in investigating and reviewing the use of equipment and data for a specialized function.

**Knowledge:** Requires logical or scientific understanding to analyze problems of a specialized or professional nature in a particular field.

**Impact:** Requires responsibility for achieving direct service objectives by assessing agency service needs and making preliminary recommendations for the development of alternative short-term program policies or procedures. Errors at this level result in incomplete assessments or misleading recommendations causing a disruption of agency programs or policies.

**Supervision:** Requires direct supervision of programs or of employees doing work which differs from the supervisor, including disciplining employees, solving personnel problems, recommending hiring and firing employees, and developing work methods. The supervisor in this position manages a working unit or section with responsibility for employee performance appraisal

**Working Conditions:** Requires performing regular job functions in a controlled environment with minimal exposure to disagreeable job elements and little risk of hazard to physical or mental health.

**Physical Demands:** Requires light work, including continuous walking or operating simple equipment for extended periods of time as well as occasional strenuous activities such as reaching or bending.

**Communication:** Requires reviewing summaries and reports and making decisions to solve problems or to achieve work objectives as well as articulating and expressing those solutions and goals. This level also requires formal presentations of solutions and goals to employees and the general public to increase the responsiveness of the agency toward the demands of its client system.

**Complexity:** Requires evaluating a combination of wide-ranging job functions to determine work procedures, to solve problems, and to reach conclusions by applying analytical, technical, or scientific thinking. This level also requires planning policies and long-term strategies, drawing conclusions based on available criteria, and evaluating the effectiveness of program objectives.

**Independent Action:** Requires independent judgment in planning and evaluating work procedures and in supervising the development of professional, technical and managerial standards under administrative direction and according to broad departmental guidelines.

#### **MINIMUM QUALIFICATIONS:**

**Education:** Bachelor's degree from a recognized college or university. Each additional year of approved formal education may be substituted for one year of required work experience.

**Experience:** Five years' experience in the field of personnel, business management or public administration and at least one (1) year of supervisory experience. Supervisory experience must include: assigning employees' work and having the authority to hire and/or fire. Each additional year of approved work experience may be substituted for one year of required formal education.

**License/Certification:** Possession of a valid New Hampshire driver's license and/or have access to transportation for statewide travel.

#### **SPECIAL REQUIREMENTS:**

- 1) Employees must attend training classes provided by the Department of Administrative Services, Division of Personnel, Bureau of Education and Training in the following: Personnel Rules review, Personnel Appeals Board, and Performance Evaluation and Appraisal, within the first year of employment.
- 2) The Manager position may require supervision of and travel to more than one other office.

**RECOMMENDED WORK TRAITS:** Knowledge of the functions, procedures and policies of employment service programs. Knowledge of the provisions, objectives and goals of federal and state manpower programs. Knowledge of the principles and practices of effective public administration and personnel management. Knowledge of unemployment compensation laws of New Hampshire. Knowledge of structure and practices of organized labor. Knowledge of basic principles and methods of community organization. Knowledge of state and local industrial, labor, business and agriculture conditions, trends, employment practices and manpower requirements. Familiarity with legislation such as social security, workers' compensation and wage and hour laws. Ability to plan, organize, coordinate and supervise the work of a professional and clerical staff. Ability to analyze local economic trends and translate them into plans for meeting the employment needs of the community. Ability to communicate effectively. Ability to establish and maintain effective working relationships with individuals, agencies and the community. Must be willing to maintain appearance appropriate to assigned duties and responsibilities as determined by the agency appointing authority.

**DISCLAIMER STATEMENT:** This class specification is descriptive of general duties and is not intended to list every specific function of this class title.