

CLASSIFICATION: SUPERVISOR OF QUALITY CONTROL

Class Code: 8812-24

Date Established: 11-27-01

Occupational Code: 7-7-3

Date of Last Revision: 7-17-15

Exempt Status: Non-Exempt

BASIC PURPOSE: To supervise a quality control unit with responsibility for reviewing the unemployment compensation benefit payment process.

CHARACTERISTIC DUTIES AND RESPONSIBILITIES:

- Plans, supervises and directs the Quality Control Program.
- Monitors the investigative process within the Quality Control Unit to ensure accuracy and timeliness.
- Prepares plans, reports and analyses required by federal and state agencies.
- Analyzes results of quarterly and annual findings to provide feedback to superiors and federal monitors to foster continuous program improvement.
- Trains staff in the use of computer systems to produce required reports, and monitors systems to ensure validity of databases.
- Meets and confers with representatives of federal and state agencies to exchange information and provide assistance relative to unemployment insurance programs.
- Conducts staff meetings and training sessions to inform staff of changes in law, programs and policies.

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 coordinating a combination of diverse job functions in order to integrate professional and technical agency goals. This level also requires considerable judgment to implement a sequence of operations or actions.

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.

Experience: five years' experience in claims adjudication, investigative and professional auditing or fact finding with unemployment compensation activities, two years of which must have been with the N.H. Employment Security at the level of Certifying Officer III or comparable organizational level, and one year of which must have involved supervisory experience which could have been obtained within, or outside of, the agency. Those candidates lacking supervisory experience must be willing to attend and receive certification from the Certified Public Management Program under the C.P.S. one year program. Each additional year of approved work experience may be substituted for one year of required formal education.

License/Certification: None required.

RECOMMENDED WORK TRAITS: Considerable knowledge of federal and state laws and regulations governing the programs to which assigned. Considerable knowledge of the organization and operations of the department or agency in which the position is assigned. Considerable knowledge of program administration and evaluation. Working knowledge of research and planning methods and planning techniques. Working knowledge of computer systems, management information systems, and electronic data processing. Working knowledge of software applications used by the department or agency and the use of modern office equipment. Ability to detect and define program areas and causes and to create and develop effective solutions, including the exercise of sound judgement in evaluating situations, planning action, making decisions, and setting priorities. Ability to work independently to develop new or alternative approaches to meet changing and variable conditions. Ability to communicate effectively orally and in writing. Ability to establish and maintain effective working relationships with subordinates, associates, and professional organizations. 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.