

Classification: Unemployment Benefits Supervisor

Working Title: BOB Support Supervisor

Unemployment Insurance, Benefit Operations Bureau, Support Unit

Position Description

POSITION SUMMARY

Under the general direction of the Deputy Bureau Director, this position is responsible for the management and supervision of the staff in the BOB Support Section. This position shall maintain a thorough knowledge of Wisconsin Chapter 108, administrative rules, and federal and state policies and procedures relating to the filing and payment of unemployment insurance claims. This position would be responsible for determining staff training needs, assisting in the hiring of staff, establishing work schedules, coordinating workflow and reviewing the work performed for quality and productivity. The position will ensure work rules are followed and recommend corrective action as needed.

This position requires occasional in-state and out-of-state travel, including some overnights.

TIME % GOALS AND WORKER ACTIVITIES

40%

A. Supervision of Staff

- A1. Participate in the recruitment process to hire staff.
- A2. Identify training needs and provide training to staff.
- A3. Develop and maintain a work climate that is conducive to challenge and professional growth and encourages teamwork.
- A4. Assign, monitor, and evaluate the work staff performance.
- A5. Monitor calls to ensure acceptable levels of customer service are maintained.
- A6. Evaluate performance of staff; develop and initiate plans to improve performance.
- A7. Regularly conduct unit meetings and one on one meetings with staff to ensure section objectives are met and staff understand their role.
- A8. Identify and assist in implementing corrective action after consultation with bureau management.

30%

B. Coordination/Management of Support resources

- B1. Develop cost effective practices and procedures for staff.
- B2. Effectively communicate procedures used to identify unresolved or pertinent new eligibility issues from information provided by a variety of sources and refer for appropriate adjudication action to prevent improper payments. B3. Analyze complex issues identified and compare with the disputed claims record for previous adjudication; determine if suspensions need to be lifted to prevent delay in claim processing and resolve those issues.
- B3. Investigate and resolve eligibility issues.
- B4. Update unemployment records as required.

- B5. Initiate, develop, and implement crossmatching efforts to identify potential overpayment/fraud cases.
- B6. Establish objective performance goals and measurements.
- B7. Provide input into the Bureau's Strategic Plan as it relates to the BOB Support Section

20% C. Explanation of the effects of determinations and appellate level decisions which resolve benefit eligibility questions. Provide general information about Wisconsin's UI law and similar federal/state UI laws.

- C1. Explain benefit formula and benefit charging provisions to stakeholders.
- C2. Explain all types of initial determination eligibility decisions to UI claimants and employers.
- C3. Explain benefit related Administrative Law Judge and LIRC decisions to employers, claimants, and their agents.

10% D. Other Duties As Assigned

- D1. Perform special projects and duties as assigned by bureau management.

REQUIRED SKILLS, KNOWLEDGES AND ABILITIES

1. Advanced knowledge of the UI law and department guidelines as it pertains to BOB support.
2. Ability to use complex and sophisticated computer based systems.
3. Knowledge of Unemployment Insurance systems including online filing and the claimant and worker portals.
4. Knowledge of Wisconsin Chapter 108, administrative rules, and federal and state policies and procedures relating to the filing, payment and eligibility for of unemployment insurance benefits.
5. Ability to use software such as Word, Excel, Outlook.
6. Knowledge of effective supervisory principles, including hiring, scheduling, performance evaluation, discipline, work assignment, and the administration of policies and procedures.
7. Knowledge of effective leadership practices.
8. Ability to work effectively in team environments.
9. Ability to motivate and persuade others.
10. Knowledge of effective training techniques
11. Effective oral and written communication skills. x
12. Effective listening skills
13. Knowledge of principles of effective customer service.
14. Analytical problem solving skills and abilities.
15. Effective conflict resolution skills.
16. Effective decision-making skills.
17. Ability to be accurate and detailed

18. Ability to accept and implement change

SPECIAL REQUIREMENT

This position requires occasional in-state and out-of-state travel, including some overnights.

Supervisory AA/EEO Responsibilities

1. Implement and support the department's AA/EEO policies and procedures.
2. Implement and support the department's Affirmative Action Plan, including the achievement of affirmative action goals to eliminate underutilization.
3. Provide equal opportunity in all terms, conditions and privileges of employment, including but not limited to recruitment, certification, selection, job assignment, working conditions, fringe benefits, compensation, staff development, training, transfer, layoff, disciplinary action, termination and promotion to comply with department policy and federal and state equal employment opportunity laws.
4. Maintain a work and service delivery environment of equal opportunity, free from harassment and accessible to job applicants, employees, interns, partners and consumers with disabilities
5. Refrain from any conduct which may be construed as prohibited harassment, discrimination or retaliation for filing a complaint or requesting a disability accommodation under DWD policy and state and federal laws.
6. Provide reasonable disability accommodations for job applicants and employees with disabilities.
7. Maintain confidentiality of medical, disability and reasonable job accommodation information and records.
8. Attend training regarding equal opportunity policy and supervisory responsibilities for creating and maintaining a work and service delivery environment free from prohibited harassment/hostility and retaliation;
9. Participate in annual refresher discussions of equal opportunity policy, its implementation and related issues at division management meetings in consultation with the DWD AA/EEO Office;
10. Include an annual refresher discussion of employee responsibilities for a harassment/hostility free environment at staff meetings with non-supervisory employees.

STANDARD SUPERVISORY TASKS - (ADDENDUM TO POSITION DESCRIPTION)

Advise employees on the work rules and standards of discipline and performance. Enforce these departmental rules and standards. Provide regular feedback to employees for positive performance.

Maintain a harassment free work environment.

Review workplace health and safety goals and expectations with new employees and during each employee's performance and goals expectation meeting.

Ensure that safety hazards and unsafe work practices are identified and promptly corrected. When correction is beyond your control, contact your management chain, facility support chain, and the department health & safety officer for assistance and guidance.

Investigate and report workplace accidents promptly and complete required Accident worker's compensation reporting forms in a timely manner. Enforce safety policies, department work rules, and other department state safety requirements.

Promote safety awareness and reporting in staff meetings and ensure that all staff are familiar with local office emergency action plan and building security plan requirements.

Orient new employees on the provisions of the local office's emergency action plan and building security plan.

Immediately notify the DWD Incident Managers or Division Communications Coordinators of any fire, assault, bomb threat, other incident or threat, or any damage to DWD offices.

Ensure that employees receive training in the safe operation of work equipment, appropriate application and user maintenance of protective devices, and appropriate workplace behavior necessary for a safe workplace environment. Ensure that work equipment is maintained and used in a safe operating condition.

Ensure that employees are aware of the Employee Assistance Program (EAP) and refer employees as appropriate.