



**STATE OF OREGON
POSITION DESCRIPTION**

Position Revised Date:
9/12/2024

This position is:

- ☐ Classified
☐ Unclassified
☐ Executive Service
☒ Mgmt. Svc – Supervisory
☐ Mgmt. Svc – Managerial
☐ Mgmt. Svc - Confidential

Agency: Oregon Employment Department

Facility: Medford/ Grants Pass

☒ New ☐ Revised

SECTION 1. POSITION INFORMATION

a. Classification Title: Employment Services Manager 2 b. Classification No: 7244
c. Working Title: Area Manager d. PPDB No/WD ID: 0000786
e. Section Title: Medford/ Grants Pass f. Agency No: 47100
g. Employee Name: _____ h. Budget Auth No: 265410
i. Supervisor Name: Stephanie Svendsen j. Repr. Code: MMS
k. Work Location (City – County): Medford - Rogue

l. Position: ☒ Permanent ☐ Seasonal ☐ Limited Duration ☐ Academic Year
☒ Full-Time ☐ Part-Time ☐ Intermittent ☐ Job Share
m. FLSA: ☒ Exempt ☐ Non-Exempt If Exempt: ☐ Executive/Supervisory ☒ Administrative
☐ Professional ☐ Computer n. Eligible for Overtime: ☐ Yes ☒ No

SECTION 2. PROGRAM AND POSITION INFORMATION

a. Describe the program in which this position exists. Include program purpose, who's affected, size, and scope. Include relationship to agency mission.

The Employment Department is a large state agency with a mission to Support Business and Promote Employment. We accomplish this by accurately administering the unemployment insurance (UI) program for Oregon workers and business (Unemployment Insurance and Contributions and Recovery divisions); recruiting and referring applicants to job openings and assisting job seekers in their employment searches (Workforce Operations division); developing and distributing workforce and economic information (Workforce and Economic Research); administering a paid family and medical leave insurance program for Oregon workers and businesses (Paid Leave Oregon and Contributions and Recovery divisions); and providing administrative services to the Office of Administrative Hearings, which adjudicates citizen and business disputes with agencies.

The Oregon Employment Department fosters fairness, equity, and inclusion to maintain a workplace environment where everyone is treated with respect and dignity regardless of race, color, national origin,

religion, sex, sexual orientation, gender identity, marital status, age, veteran status, disability, or status as a victim of domestic violence, harassment, sexual assault, or stalking. This policy applies to every aspect of our employment practices, including recruitment, hiring, retention, promotion, and training. A goal of the Oregon Employment Department is to become an employer of choice for individuals of all backgrounds and promote an inclusive workplace culture that encourages diversity and allows employees to excel.

The Workforce Operations serves businesses by recruiting and referring the best qualified applicants to jobs, and provides resources to diverse job seekers in support of their employment needs. WO exists to provide a labor exchange through which business can recruit workers and workers can locate job openings. By matching qualified workers quickly with available job openings, periods of unemployment or under-employment for individual workers can be shortened and employer effectiveness and productivity levels can be maintained or improved. The WO Program works closely with the Unemployment Insurance (UI) Program to make sure that unemployment insurance claimants are returned to work as quickly as possible.

b. Describe the primary purpose of this position, and how it functions within this program. Complete this statement. The primary purpose of this position is to:

Directs program service delivery across the state through the American Job Centers (AJC), creates implementation plans, short and long term goals and, provides management, direction and leadership of the Trade Adjustment Assistance (TAA) program to assure conformity with federal regulations and the policies of the Oregon Employment Department. Directs and provides management oversight by managing, leading, and directing operations performed by a multi- level team of analysts, managers, coordinators and liaisons that are unique to each program area need. Program areas include Employment Services(labor exchange, job placement, Title 1(WIOA).

The Area Manager monitors and evaluates program effectiveness, conducts strategic planning, and communicates a clear vision for the growth and performance of the program area. Performs personnel functions for immediate subordinates; delegates and assigns work; and establishes performance standards and expectations; reviews and evaluates program/staff performance against established standards; develops work plans to enhance staff potential; makes recommendations on selection of staff; orients, trains, and develops staff; recommends transfers, promotions, and works with employees in developing their individual professional development plan; takes appropriate action to resolve grievances and/or situations requiring disciplinary actions; makes recommendations to field office manager when circumstances involve possible suspensions and/or discharge.

The Area Manager supervises and manages operations of the field offices and staff who are assigned to the Business Services, Core Services, and VETS programs and maintains strong working relationships with the UI managers to provide effective reemployment services to UI claimants. The incumbent develops and maintains close, effective working relationships with the local employer community in order to maximize the number of quality jobs available for applicants, to assure appropriate referrals are made to the individual employers, and to develop within the employer community a basic understanding of the WO Program and employer rights and responsibilities. Within the framework of an integrated workforce system, the incumbent develops, and maintains relationships with community partners for the purpose of integrating local job training and employment services to broaden the range and convenience of services provided to employers and customers.

SECTION 3. DESCRIPTION OF DUTIES

List the major duties of the position. State the percentage of time for each duty. Mark “N” for new duties, “R” for revised duties or “NC” for no change in duties. Indicate whether the duty is an “Essential” (E) or “Non-Essential” (NE) function.

% of Time	N/R/NC	E/NE	DUTIES
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Note: If additional rows of the below table are needed, place cursor at end of a row (outside table) and hit “Enter”.

15%	N	E	Personnel
			Personnel a) Oversight of subordinate managers. Identifies staffing needs for local office. Manages expanded staffing levels for Title I contracted services. i) Recommends to the Director of WO for support of allocation of staff to meet objectives. Monitors and controls staffing budget, approves all requests for leave and leaves of absence. ii) Monitors Time reports for appropriate time charging and accuracy. iii) Adjusts/schedules work hours to balance workload demands. b) Recruits and selects new staff members in accordance with established departmental policy, and appropriate state and federal regulations. i) Supervises and provides orientation and training on office and agency policy and procedures. ii) Supervises and/or provides training on ES processes to ensure new staff are properly providing these services to customers. i) Supervises and incorporates Title IB contracted program development needs to ensure staff are properly providing these services to customers. c) Ensures that staff development needs are met. i) Assures that all staff are afforded appropriate training opportunities within the limits of an established office budget and written training objectives. ii) Assures staff have access to technical assistance needed on issues related to securing and using necessary computers, safety and other equipment necessary to perform their jobs. d) Provides performance management training, needs assessment and arranges or provides necessary instruction. Conducts or oversees preparation of performance appraisals for all staff in field office. e) Develops both long- and short-term planning of field office initiatives. i) Demonstrates positive leadership and teamwork in the attainment of office and agency goals. ii) Develops work procedures consistent with agency and office policies. Assigns work to subordinate supervisors and special program staff. iv) Establishes or oversees work schedules, monitoring work performed by subordinates to meet established goals, objectives, and target dates. v) Develops position descriptions and modifies for changes in assignment. vi) Approves or denies leave requests and time reports. vii) Recommends transfers and promotions. f) Establishes and implements personnel practices consistent with established agency rules and regulations, SEIU contracts, and agency Affirmative Action policy. i) Initiates progressive discipline when necessary. ii) Establishes and maintains a joint labor-management committee within the office.

			iii) Responds to employee complaints and grievances. g) Understands and actively supports the agency's affirmative action goals/objectives and implements plans to meet them. h) Through his/her actions and words, actively promotes and fosters a diverse workforce and discrimination/harassment-free workplace. i) Through personal behavior, consistently models and insists upon treating customers, stakeholders/partners, co-workers and subordinates with dignity and respect.
40%	N	E	Programs - Services
			Programs - Services a) Is responsible for the delivery and administration of department programs, including employment services, labor market information, targeted services to veterans, MSFW clients, JOBS clients, Able Body Adults without Dependents, WOTC, youth and older workers, dislocated workers, disabled workers, and any other contractual services provided by the field office. b) Manages multiple Title IB programs and other grant funding sources, budgets, expenditures and invoices. Works closely with Administrative Business Services, procurement, finance and budget staff on a regular basis to coordinate service delivery and financial support. c) Provides program analysis and technical support for local workforce programs and practices. d) Works closely with the workforce board executive team to develop contracts for extensive service strategies including intensive career services, training scholarships, on-the-job training programs, Rapid Response services, incumbent worker program, co-enrollment with multiple funding sources and integrated services. e) Reports program outcomes and performance to workforce board and community partners. f) Develops and implements Title I WIOA program policies, procedures to carry out program goals. b) Initiates corrective action directly or through subordinate workers to ensure programs meet goals, objectives, and established norms that are consistent with State and Federal laws, rules, regulations, and policies. g) Coordinates with community partners and provides liaison with representatives of other agencies on OED and Title I WIOA programs and policies. h) Develops or coordinates response to economic development inquiries from businesses to provide information on economic or workforce trends. i) Oversees or provides marketing and education to the employer/business community about Employment Department services, Workforce Innovation and Opportunity Act (WIOA) and the one stop system. j) Oversees service to employers to include technical assistance to employers relating to employment laws, rules, and policies.

			k) Establishes field office procedures and maintains federally mandated complaint system. i) Receives complaints from customers, local or statewide elected officials. ii) Conducts investigations into allegations. Create formal responses as needed for complaints. iii) Responds to and backs up staff in dealing with angry or hostile customers requiring a high degree of tact and diplomacy. l) Constantly use complex computer systems to research, analyze, and process program data on a daily basis. Conducts data analysis to evaluate and improve effectiveness of programs and operations of all units within the field office. Responsible for using Title I iTrac case management system to ensure eligibility, track services and follow-up. m) Oversees Quality Feedback Measure (QFM), Quality Performance Indicators to ensure WO services are being delivered in accordance with established state and federal laws and standards. n) Oversees management of job listings taken by field office for compliance with office, department, state, and federal guidelines that meets the needs of employers. o) Directs and monitors provisions of Title 38 (Veterans Benefit Improvement Act) and the Veterans Job Training Act. Provides support to Veterans staff to ensure priority services are provided to Veteran customers and office is in compliance with the provisions of the Act. p) Ensures access to Unemployment Insurance services in local area to meet established department, state, and federal guidelines. Establishes office procedures for claimant reemployment services to ensure adequate registration, enhanced enrollment, labor market information, and referral to appropriate job listings.
15%	N	E	Contracts, Budgets and Program Audits/ Monitoring
			a) Extensive knowledge of the principles and practices of budgeting as it relates to program management. b) Responsible for managing over a 4-million-dollar contract for Title I WIOA programs and grants for adults, dislocated workers and other priority populations. c) Prepares and directs the preparation of biennial and interim budget requests for the Title I WIOA and other grant funded programs. Negotiates with local workforce board on needed resources to operate program. d) Manages local contracts, contract modifications and budget changes throughout each program year. e) Title I WIOA Contract requires highly specialized expertise to implement, evaluate and continually improve this expanded body of work, including true integrated services for customers.

			Creates local systems to support this scope of work including financial tracking of expenditures, caseload reports and other data. f) Manages multiple client systems supporting Title I WIOA contract including iTrac and electronic file systems. Completes extensive annual monitoring for Title IB WIOA programs, DOL Dislocated Worker Disaster Grants and other funding sources◆ g) Manages local training and supportive service budgets for multiple funding sources. Manages local expenditures and authorizes available resources to meet program needs. Manages signature authority for up to \$50,000 for training and supportive services to support local programs. h) Works closely with staff and other agency divisions to resolve conflicts or discrepancies on areas of shared responsibilities. Establishes reporting relationships and coordinates activities with other divisions to ensure compliance with established policies and program priorities.
20%	N	E	Community and Partner Working Relationships a) Establishes effective management processes for outstation situations including satellite offices. b) Monitors compliance with department policies. iii) Monitors compliance of department and partners' staff with department confidentiality and other laws, regulations, rules, and policies. c) Develops and maintains effective working relationships with local employers, elected officials, tribal officials, and regional Local Workforce Development Boards (LWIBS) and workforce partners within the geographic area of assigned field offices. d) Will serve as the agency representative and spokesperson on regional LWIBS. ii) Within the incumbent's delegated authority, negotiates and/or recommends approval of Local Unified Plans and Memoranda of Understanding as part of the Workforce Investment Act. iii) May provide testimony, make presentations or participate in meetings on regional or statewide departmental initiatives or issues. In accordance with agency communication policy and procedures provide information to and responds to requests for information from television, radio, and print media
10%	N	E	Budget and Facilities a) Identifies, develops, justifies, and supports capital and expense budget for field office; b) Negotiates resources/cost sharing agreements with community partners. c) Reviews and approves field office expenditures ensuring expenditures are accurate and within approved budget. d) Monitors field office budget, assuring compliance within approved budget. e) Manages field office physical facilities and equipment (building, grounds, vehicles, etc.)

			i) Oversees maintenance contract ensuring building is operated and maintained in a safe, clean, and efficient manner. ii) Takes immediate action to correct any deficiencies or safety issues. iii) Responsible for operation and maintenance of state vehicles assigned to facility and compliance with established office, agency, and DAS procedures
100%			

SECTION 4. WORKING CONDITIONS

Describe any on-going working conditions. Include any physical, sensory, and environmental demands. State the frequency of exposure to these conditions.

- Requires resolving/monitoring staff personnel problems, both disciplinary and non-disciplinary
- High volume of quality work must be accomplished within rigid timeframes and with minimal supervisory direction
- Open office environment
- Requires concentration while working on highly technical information during which there are constant interruptions
- Represents the Department at functions
- Gives presentations on programs to large, medium and small groups
- Ability to manage multiple, simultaneous tasks over extended periods of time
- Resolves customer complaints from sometimes hostile or irate customers
- Uses appropriate technology tools to accomplish job functions; understands available technology as communication and data gathering tools and fosters an environment encouraging the use of technology by all staff. May require moving and setting up various types of equipment used in the office and at various locations within the local communities
- Requires communication by telephone and in-person to solve technical problems
- Noisy work environment. Constant interruptions while working on highly technical information
- Ongoing telephone, email and in-person requests for technical assistance
- Overtime may be required during periods of heavy workload
- May require irregular hours, including nights and/or weekends
- May require travel overnight or on weekends.

SECTION 5. GUIDELINES

a. List any established guidelines used in this position, such as state or federal laws or regulations, policies, manuals, or desk procedures.

Wagner-Peyser Act, Workforce Innovation and Opportunity Act(WIOA), Fair Labor Standards Act, US Code, Code of Federal Regulations, ETA Handbook, Federal Directives(DOL Field Memo, Training and Employment Guidance Letter, General Administrative Letters, Special Distribution Bulletins), Oregon Revised Statutes, Oregon Administrative Rules, Oregon Bureau of Labor Regulations, O'NET online, Agency Confidentiality Manual, Agency WO Operations Manual, Personnel and Administrative Bulletins, Collective Bargaining Agreement. Collective Bargaining Agreement State Personnel policies and procedures., Federal and State Laws, rules regulations and policy concerning the legal operation of the Unemployment Insurance and Workforce Operations programs. In addition to these guidelines, the position also operates Oregon Revised Statutes and Administrative Rules, the Employment Services Manuals and the Confidentiality Handbook.

b. How are these guidelines used?

The Workforce Operations Division is responsible to interpretation and implementation of all Employment Services laws, rules and other Department of Labor Guidance. The guidelines are used to direct Employment Service program service delivery, establish comprehensive knowledge, create process, procedures and write policy which is used to manage the Employment Services operations. The position requires regular use of independent and innovative problem-solving skills to effectively direct many program functions.

SECTION 6. WORK CONTACTS

With whom, outside of co-workers in this work unit, must the employee in this position regularly come in contact?

Who Contacted	How	Purpose	How Often?
Note: If additional rows of the below table are needed, place cursor at end of a row (outside table) and hit "Enter".			
General Public	Phone/ personal/ mail	Promote Employment Department services/ provide information on services/ resolve problems.	Daily, weekly
Director of Workforce Operations	Phone, in-person, writing, presentation, meeting virtually (webinar/ video conference)	Give consultative advice, present information, plan and manage projects, gather and verify information, explain policy and processes, collaborate on policy and processes, collaborate on policy changes, explain internal processes, promote agency programs, report project status.	Daily, weekly
Field Office and ADM staff	Phone, person, mail	Exchange information, resolve problems.	Daily
Other Field Office Staff	Phone, person, mail	Exchange information, resolve problems	Daily
Employers	Phone, person, mail	Exchange information, resolve problems	Daily
Media	Phone, person, mail	Answer questions, provide information.	Daily
Employment and Training Partners.	Phone, person, mail	Coordinate service delivery	Daily
Workforce Board	Phone, person, mail	Contract management; financial manage service delivery	Daily
Building Management	Phone, person, mail	Manage facility needs	As needed

SECTION 7. POSITION RELATED DECISION MAKING

Describe the typical decisions of this position. Explain the direct effect of these decisions.

This position requires a comprehensive knowledge of all programs administered by the Employment Department and the ability to use independent judgement and innovative problem-solving skills to address field office situations and problems in a timely manner. Typical decisions made by this position include: decide how the field office will be organized and function and how staff will be assigned; Interview, select, orient, and train new employees; make decisions regarding employee performance, conduct performance evaluations and develop work plans as needed; identify short and long range planning needs and decide how to best meet these goals. The effect of decisions can adversely impact effective delivery of labor exchange services and the proper payment of UI benefits and significantly impact the agency's reputation with employers and claimants.

SECTION 8. REVIEW OF WORK

Who reviews the work of the position?

Classification Title	Position Number	How	How Often	Purpose of Review
Note: If additional rows of the below table are needed, place curser at end of a row (outside table) and hit "Enter".				
Administrator 2	0000833	Phone, virtual, in person	Daily, weekly, monthly	Ongoing coaching feedback and review performance.

SECTION 9. OVERSIGHT FUNCTIONS

THIS SECTION IS FOR SUPERVISORY POSITIONS ONLY

- a. How many employees are directly supervised by this position? 13
How many employees are supervised through a subordinate supervisor? 55
- b. Which of the following activities does this position do?
- | | |
|---|--|
| ☒ Plan work | ☒ Coordinates schedules |
| ☒ Assigns work | ☒ Hires and discharges |
| ☒ Approves work | ☒ Recommends hiring |
| ☒ Responds to grievances | ☒ Gives input for performance evaluations |
| ☒ Disciplines and rewards | ☒ Prepares & signs performance evaluations |

SECTION 10. ADDITIONAL POSITION-RELATED INFORMATION

ADDITIONAL REQUIREMENTS: List any knowledge and skills needed at time of hire that are not already required in the classification specification:

This position requires successfully passing a criminal record check, which may require a fingerprint-based records check, as a condition of employment.

BUDGET AUTHORITY: If this position has authority to commit agency operating money, indicate the following:

Operating Area	Biennial Amount (\$00000.00)	Fund Type
Note: If additional rows of the below table are needed, place curser at end of a row (outside table) and hit "Enter".		
Federal Workforce Operations	14.5 million	Federal
Budget Authority	50,000 per approval	Federal

SECTION 11. ORGANIZATIONAL CHART

Attach a current organizational chart. Be sure the following information is shown on the chart for each position: classification title, classification number, salary range, employee name and position number.

SECTION 12. SIGNATURES

Employee Signature

Date

Supervisor Signature

Date

Appointing Authority Signature

Date