



CUSTOMER SERVICE MANAGER (0445-0446)

SCOPE OF WORK:

Work involves managing the delivery of employment services to customers, including applicants and employers, within a designated geographical portion of a Job Service Customer Service Area.

DUTIES PERFORMED AT ALL LEVELS:

- Provide overall direction to local office staff to ensure effective delivery of services.
- Conduct planning and evaluation of services to ensure they meet Area goals and objectives.
- Provide input to the overall customer service area budget planning.
- Ensure compliance with program guidelines.
- Provide evaluation of employee work activities and conduct employee development.
- Participate in the assessment and evaluation of local employment service needs.
- Perform a variety of activities related to a specific service or program in addition to assuming overall supervisory responsibilities of the unit.
- Provide significant input to local business and economic development committees in an advisory capacity or through participation as a member on various committees, boards, or related action groups and organizations.
- Oversee the implementation of significant programs to service area applicants and employers and provide any of the services within the total Customer Service Area.

NOTE: The duties listed are not intended to be all-inclusive. Duties assigned any individual employee are at the discretion of the appointing authority.

CUSTOMER SERVICE OFFICE MANAGER

0445

GRADE M

LEVEL DEFINITION:

Work at this level involves a comprehensive understanding of all basic, intermediate, and advanced services and programs being provided within a workforce center to employers, employees, and applicants on an individual or group basis.

Work includes supervision and coordination of all staff and activities within a medium-sized Customer Service Office and reports directly to a Customer Service Area Manager.

ADDITIONAL DUTIES PERFORMED AT THIS LEVEL:

- None.

MINIMUM QUALIFICATIONS:

Requires a bachelor's degree and four years of work experience with programs that provide employment resource services, economic development opportunities, or in a business environment performing duties similar in type and complexity to those listed and that included at least one year of team leader, lead worker, or supervisory responsibilities.

The selection process for candidates who meet the minimum qualifications will include determination of proficiency in the core competencies required for this level and type of work.

CUSTOMER SERVICE AREA MANAGER

0446

GRADE P

LEVEL DEFINITION:

Work at this level involves coordinating a Job Service regional area. Individuals provide leadership and administrative control for carrying out state and federally legislated workforce development and workforce recruitment activities.

Work includes management, supervision, and coordination of staff and activities within a large Customer Service Office, oversight of the small and medium-sized offices within their regional area, facilitation of the regional area management team, and reports directly to the Job Service North Dakota (JSND) Customer Service Area Director.

ADDITIONAL DUTIES PERFORMED AT THIS LEVEL:

- Serve as part of the management team for the Customer Service Areas.
- Planning and budgeting of the area programs and resources, maintain the budget for the regional area within established guidelines.
- Provide for direct and effective working relations with labor, business, and public groups, for the respective regional area, as the liaison for JSND.
- Participate in the development, coordination, implementation, and evaluation of state, regional and area programs, services, and policies; develop and maintain an assessment of service area needs to enhance effective application of JSND programs and services.

- Responsible for supporting the agency's regional area organization structure, as well as selection and development of staff.
- Develop and maintain technology resources to ensure effective and efficient delivery of services.

MINIMUM QUALIFICATIONS:

Requires a bachelor's degree and four years of work experience in a business environment performing duties similar in type and complexity to those listed. Duties must have included responsibility for significant input to policy and decision-making that impacted a major segment of the organization. Three years of the work experience must have included responsibility for direct supervision of professional level staff.

Eff. Date: 4/00

Rev: 10/06 – Revised class description to two level series due to agency reorganization.

Rev: 7/09 - Revised minimum qualifications.

Rev: 7/12 – Conversion to Hay System