



**NORTH DAKOTA
CLASS DESCRIPTION**

ND Human Resource Management Services
Phone: (701) 328-3290

Class Code(s): 0452

**MANAGER OF BUSINESS AND APPLICANT SERVICES
JOB SERVICE NORTH DAKOTA
GRADE P**

SCOPE OF WORK:

The position assigned this class is responsible for managing the administrative activities and coordination involved in delivery of programs that provide business and applicant services of Job Service North Dakota. Activities involve a large variety of centrally managed services affecting individuals and employers on a statewide basis. Programs and services include Unemployment Insurance, Dislocated Worker Office, Old Age Survivor's Insurance Program, Disaster Unemployment Insurance Program, North Dakota New Jobs Training Program, and the Workforce 2000 Programs. Work is performed under the direction of the Centralized Services Manager.

DUTIES PERFORMED:

- Direct the activities of an assigned staff of program administrators and support staff.
- Develop, coordinate, and implement operating plans and procedures for the administration of business and applicant programs and services.
- Develop, coordinate, and implement procedures for evaluating programs to ensure compliance with state and federal requirements.
- Provide training and technical assistance to Customer Service Offices in implementing program requirements.
- Review Customer Service Area plans and provide recommendations to the Centralized Services Manager for input to the overall agency operating plan.
- Direct the preparation of financial, statistical, and program data to support the annual budgeting, planning, and administration of programs coordinated through the Business and Applicant Services unit.
- Perform personnel management duties including the training, development, and evaluation of assigned staff.
- Perform written and verbal communications dealing with executive-level positions within and outside of the organization involving public and private sector agencies.
- Represent the work unit to outside agencies through involvement in meetings, conferences, and other public events; participate in the development and monitoring of legislative activities required to support service programs.

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

MINIMUM QUALIFICATIONS:

Requires a bachelor's degree and five years of professional level administrative work experience performing duties similar in type and complexity to those listed and with responsibility for managing the activities of one or more major programs. Work experience must have included at least two years of management and supervision of a profession level staff.

Eff. Date: 6/00

Rev: 7/12 – Conversion to Hay System