



**DEPARTMENT OF
LABOR**
& INDUSTRIAL RELATIONS

HUMAN RESOURCES

421 East Dunklin Street, P.O. Box 510

Jefferson City, MO 65102-0510

Phone: 573-751-3588

Fax: 573-751-3668

www.labor.mo.gov

Labor and Industrial Relations Manager

DES – UI Benefits Policy and Training, Claims Programs

Cole County

Salary: \$1,745.00 - \$2,778.00

Apply by January 22, 2019

Summary: This position will provide managerial leadership in coordinating the policy and training of unemployment insurance benefit claims with the Division of Employment Security's (DES), UI Benefits Section Policy and Training, Claims Programs Unit, located in Jefferson City, MO. Furthermore, this position performs administrative work by providing policy guidance, support and assistance to the Regional Claims Centers' management team with a goal of collaborative and effective oversight to the four Regional Claims Centers (RCCs) and administration of the Unemployment Insurance claims program.

Job Duties Include:

- Provides technical support, reviews procedures, creates written reports of review findings and makes recommendations for program improvement.
- Oversees the business side of technology programs utilized in processing unemployment claims and accessing unemployment claim information.
- Assists in writing instructions for operating manuals, revising forms and develops new procedures for UI Benefits programs as they pertain to law and policy changes.
- Assists in developing training regarding UI laws and procedures for RCC staff.
- Conducts quarterly Benefits, Timeliness and Quality (BTQ) reviews of nonmonetary determinations.
- Collaborates with other sections/agencies such as ITSD, UI Benefits Special Programs, UI Tax, UI Integrity and DWD to ensure all policies are implemented seamlessly for all sections.
- Works with the RCCs management team in providing on-going evaluation of RCCs with the goal of supporting and determining strategies to improve efficiency and performance.
- Works closely with Claims Center Central Operations Manager and RCC Managers to ensure process consistency.
- Maintains professional and technical knowledge of claims process by tracking trends and making recommendations for improvements.
- Assists with other projects as needed.
- Works independently within the scope of assigned duties.
- Maintains positive working relationships and conduct duties with courtesy and respect.
- Accepts and implements feedback with a positive attitude and constructively support open communication, dedication, and compassion.
- Maintains regular and reliable attendance.
- Seeks to assist team members and accepts additional assignments willingly.
- Some overnight travel required.

Required Skills:

- Comprehensive knowledge of state and federal laws and their application to civil rights, state and federal labor laws, employment and workplace safety, workers' compensation, and/or unemployment insurance issues.

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- Comprehensive knowledge of managerial techniques and administrative practices.
- Ability to review, analyze, interpret, and/or prepare federal and state laws, rules, regulations, policies, and procedures as related to the assigned program.
- Ability to testify as an expert witness.
- Ability to develop, implement, and administer program goals and objectives.
- Ability to establish and maintain effective working relationships with departmental officials, legislators, staff associates, the general public, and others.
- Ability to analyze and evaluate policies and operations, and formulate recommendations.
- Ability to communicate effectively.
- Ability to provide leadership, clear guidance, support and oversight to professional, technical, and related program staff.
- Ability to manage change, provide program management, and achieve results.
- Ability to develop short and long-range plans that meet established objectives, and contribute to the overall goals and mission of the agency.
- Ability to manage multiple projects and meet deadlines.
- Possess strong business acumen and attention to detail in Benefits operations to guide process development and system changes.

Eligibility:

(The following minimum qualifications will determine merit system eligibility. Allowable experience and education substitutions are provided in italics below the corresponding minimum qualification statement; no other substitutions will be permitted. These minimum qualifications may also be used to evaluate applicants for Missouri Uniform Classification and Pay System positions not requiring selection from merit registers.) (More specific qualifications may be required for particular positions allocated to this class depending on the assigned duties and responsibilities. This may include specialized and/or additional education, experience, and/or licensure/certification not stated in the minimum qualifications.)

A Bachelor's degree from an accredited college or university with a minimum of 15 earned credit hours in Business or Public Administration, Personnel, Law, Education, Industrial Safety, or a closely related field; and, Four or more years of professional, technical, and/or supervisory experience with the Department of Labor and Industrial Relations at or above the level of Appeals Referee I, Claims Technician II, Contributions Technician II, Executive II, Management Analyst I (Employment Security), Mine Inspector, Mine Safety Instructor, Occupational Safety and Health Consultant I, Unemployment Insurance Auditor I, Wage and Hour Investigator II, Workers' Compensation Safety Consultant I, or Workers' Compensation Technician Supervisor.

(Earned graduate credit hours from an accredited college or university in the specified areas may substitute on a year-for-year basis for a maximum of two years of the required experience at a rate of 24 earned graduate credit hours for one year of experience.) (Additional qualifying experience may substitute on a year-for-year basis for deficiencies in the required education.)

OR

A Bachelor's degree from an accredited college or university with a minimum of 15 earned credit hours in Business or Public Administration, Personnel, Law, Education, Industrial Safety, or a closely related field; and, Four or more years of professional experience in unemployment insurance, employment services, workers' compensation, industrial/occupational health and safety, human rights pertaining to employment/housing/public accommodations, governmental wage and hour investigations, crime victims' compensation, certified mediation in labor and industrial relations, and/or disability programs.

(Earned graduate credit hours from an accredited college or university in the specified areas may substitute on a year-for-year basis for a maximum of two years of the required experience at a rate of 24 earned graduate credit hours for one year of experience.)

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To Apply:

To apply, submit a completed application, (https://labor.mo.gov/sites/labor/files/pubs_forms/2396-AI.pdf), cover letter, resume, and transcripts to: humanresources@labor.mo.gov , fax to 573-751-3668 or mail to: Human Resources, PO Box 510, Jefferson City, MO 65102 by January 22, 2019.

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