

UNEMPLOYMENT INSURANCE SUPERVISOR

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- 502362
- **YUMA**, Arizona, United States
- DEPT OF ECONOMIC SECURITY
- Management/Supervisor
- Full-time
- Closing at: Oct 25 2021 at 17:00 MST

DEPARTMENT OF ECONOMIC SECURITY

Your Partner For A Stronger Arizona.

DES works with families, community organizations, advocates and state and federal partners to realize our collective vision that every child, adult, and family in Arizona will be safe and economically secure.

DES serves more than 3 million Arizonans Our Mission is to make Arizona stronger by helping Arizonans reach their full potential through temporary assistance for those in need, and care for the vulnerable.

UNEMPLOYMENT INSURANCE SUPERVISOR

Division of Employment and Rehabilitation Services (DERS) Unemployment Insurance Benefits Unit (UI)

ONLY DES STAFF ARE PERMITTED TO APPLY

Job Location:

Address: 1800 E. Palo Verde St., Yuma, AZ 85365

Posting Details:

Salary: \$18.4770 per hour

Grade: 18

Closing Date: 10/25/2021

Job Summary:

Would you like to be part of an amazing culture that helps Arizonans reach their full potential through temporary assistance? The Arizona Department of Economic Security (DES) is looking for individuals that are committed to service, community, and teamwork.

The Department of Economic Security, Division of Employment and Rehabilitation Services (DERS) performs an integral role in improving Arizona's workforce by assisting individuals who are unemployed or underemployed, and those with barriers, to prepare for and obtain meaningful employment. DERS supports Arizona employers with recruitment assistance by connecting them to a skilled workforce.

We are seeking an experienced and highly motivated individual to join our team as a Program Service Evaluator 4, Unemployment Insurance Supervisor with the Unemployment Insurance Benefits Unit (UI). This position is responsible for supervising the daily activities of staff in the Initial Claims and Adjudication units.

Job Duties:

- Supervise the Initial Claims unit in a Call Center environment and the Adjudication unit
- Monitor agents receiving incoming calls from claimants, job seekers, and employers
- Recommend personnel actions, approve leave, arrange training, and determine

solutions

- Provide technical assistance and direction based on research, data analysis, and interpretation of program rules and regulations
- May experience contact with irate or hostile customers
- Travel required to attend meetings and trainings

Knowledge, Skills & Abilities (KSAs):

- Knowledge of federal and state laws, statutes, regulations, and policies and procedures pertaining to the Adjudication process
- Knowledge of problem resolution and ability to apply resolution
- Skills in leadership, problem solving, decision making, analyzing, evaluating data, and motivating staff
- Excellent oral and written communication skills
- Ability to maintain confidential information, interpret and apply policy and procedures
- Ability to use Microsoft Word, Excel, Gmail, and Google Documents

Selective Preference(s):

- One (1) to three (3) years of supervisory experience
- Two (2) to five (5) years of customer service experience
- Prefer fluency in the Spanish language

Pre-Employment Requirements:

- Must have a High School Diploma or General Equivalency Diploma (G.E.D).
- Successfully complete the Electronic Employment Eligibility Verification Program (E-Verify), applicable to all newly hired State employees.
- Successfully pass background and reference checks; employment is contingent upon completion of the above-mentioned process and the agency's ability to

reasonably accommodate any restrictions.

- The position will require a current, valid Arizona Driver's License. Travel may be required for State business. Employees who drive on state business must complete any required driver training (see Arizona Administrative Code R2-10-207.12.) and have an acceptable driving record in accordance with DES Fleet Management-Safety Program policy and procedures (DES 1-07-26 & DES 1-07-26-01).

Employees may be required to use their own transportation as well as maintaining valid motor vehicle insurance and current Arizona vehicle registration; however, mileage will be reimbursed.

Benefits:

We offer a competitive benefits package that is unmatched by the private sector and a culture that encourages team success and advocates for personal advancement.

- Affordable Health, Dental, Vision and Life and Disability Insurance
- 10 holidays per year
- Paid Vacation and Sick time off - start earning it your 1st day
- Eligible to participate in the Public Service Loan Forgiveness Program (must meet qualifications)
- Contribute to, and participate in the Arizona State Retirement System
- Ride Share and Public Transit Subsidy
- Career Advancement Opportunities
- Tuition reimbursement
- Opportunity to work remotely (home office) on an ad-hoc basis

For a complete list of benefits provided by The State of Arizona, please visit our [benefits page](#)

Retirement:

State employees are required to participate in the Arizona State Retirement System (ASRS), the State sponsored retirement contribution plan and the Long-Term Disability (LTD) program after a 27-week waiting period. The ASRS defined benefit plan provides for life-long income upon retirement. You will also have the option to participate in a voluntary deferred compensation program to take advantage of tax-deferred retirement investments.

On, or shortly after, your first day of work, you will be provided with additional information about the available insurance plans, enrollment instructions, submission deadlines and effective dates.

Contact Us:

For questions about this career opportunity, please call (480) 202-3850 or email Brianhemminger@azdes.gov

Persons with a disability may request a reasonable accommodation such as a sign language interpreter or an alternative format by contacting (480) 202-3850 or email Brianhemminger@azdes.gov.

Requests should be made as early as possible to allow time to arrange the accommodation. Arizona State Government is an AA/EOE/ADA Reasonable Accommodation Employer.