

**STATE OF WISCONSIN  
CLASSIFICATION SPECIFICATION**

**WORKFORCE DEVELOPMENT PROGRAM MANAGER**

**I. INTRODUCTION**

A. Purpose of This Classification Specification

This classification specification is the basic authority under Wis. Admin. Code ER 2.04 for making classification decisions relative to present and future professional management and supervisory positions in the Department of Workforce Development. The positions allocated to this classification are responsible for workforce development programs and function (1) as section chiefs in a central office or (2) as section chiefs in a field office with or without responsibility over subordinate level supervisors. This classification specification is not intended to identify every duty which may be assigned to positions, but is intended to serve as a framework for classification decision making in this occupational area.

Classification decisions must be based on the “best fit” of the duties within the existing classification structure. The “best fit” is determined by the majority (i.e., more than 50%) of the work assigned to and performed by the position when compared to the class concepts and definition of this specification or through other methods of position analysis. Position analysis defines the nature and character of the work through the use of any or all of the following: definition statements; listing of areas of specialization; representative examples of work performed; allocation patterns of representative positions; job evaluation guide charts, standards or factors; statements of inclusion and exclusion; licensure or certification requirements; and other such information necessary to facilitate the assignment of positions to the appropriate classification.

B. Inclusions

This classification encompasses positions located within the Department of Workforce Development which are responsible for management of workforce development programs. They function (1) as section chiefs in a central office or (2) as section chiefs in a field office with or without responsibility over subordinate level supervisors. These positions are responsible for budget development, program planning, policy and procedure input and development, and supervision of staff within their respective program area. Positions in this classification meet the statutory definitions of supervisor and management as defined in Wis. Stats. 111.81(19) and (13).

C. Exclusions

Excluded from this classification are the following types of positions:

1. Positions which do not meet the statutory definitions of supervisor and management as defined in Wis. Stats. 111.81(19) and (13) as administered and interpreted by the Wisconsin Employment Relations Commission.

2. Positions which, for a majority of the time, provide supervision, direction and coordination of employment and training services in the Division of Employment and Training and are more appropriately classified as Employment and Training Supervisor.
3. Positions which, for a majority of the time, provide supervision, direction and coordination of vocational rehabilitation activities for the physically and/or mentally impaired and are more appropriately classified as Vocational Rehabilitation Supervisor.
4. Positions which, for a majority of the time, oversee central office or Benefit Center Unemployment Insurance program activities in benefit overpayment, tax collection, employer services, non automated or disputed claims, adjudication, quality control, fraud investigation, or administrative services in the Unemployment Insurance Division and are more appropriately classified as Unemployment Insurance Supervisor.
5. Positions which are located outside the Department of Workforce Development.
6. All other positions which are more appropriately identified by other classification specifications.

D. Entrance Into This Classification

Employees typically enter positions within this classification by competitive examination.

## II. DEFINITION

### **WORKFORCE DEVELOPMENT PROGRAM MANAGER**

Positions allocated to this classification are located in the Department of Workforce Development and function (1) as Section Chiefs located in a central office that manage a statewide workforce development program or (2) as Section Chiefs located in a field office that may or may not supervise subordinate supervisors. Positions in this classification are responsible for program planning, policy and procedure input and development, budget development and supervision of staff within their respective program area. Positions allocated to this classification recommend the hiring, transfer, suspension, layoff, recall, promotion, discharge, assignment, evaluation, discipline and adjustment of grievances of subordinate staff. Positions allocated to this classification must spend the majority of their time on management and supervision duties which are of similar scope, impact, and complexity as the representative positions identified below.

#### **Representative Positions:**

#### **Allocation #1 - Section Chiefs and Directors located in a central office that manage a statewide workforce development program**

Local Services Section Chief, Bureau of Workforce Training, Division of Employment and Training:  
This position is responsible for directing policy planning, development and modification of workforce programs, including the Workforce Investment Act (WIA) program. Directing and approving the creation and maintenance of the WIA state plan. Monitoring federal and state regulations to ensure compliance of Wisconsin's WIA program. Directing and ensuring the communication of WIA and other workforce program policy to a variety of resources to ensure consistent and accurate administration of the program.

Represent the workforce and economic development programs to Department, Division, and Bureau staff and a variety of provider agencies including Workforce Development Boards. The position is responsible for the supervision of two unit supervisors, the Adult and Dislocated Worker Unit and the Youth and Projects Unit.

Collections Section Chief, Bureau of Tax and Accounting, Unemployment Insurance Division: This position is responsible for directing, coordinating, planning and evaluating all Unemployment Insurance (UI) collection functions and activities of the Collection Section which includes the supervision of the Benefit Overpayment Collections and Tax Collections unit supervisors. This position is responsible for managing and supervising the establishment of collection policies and procedures; developing and administering statutory provisions relating to collection, write-off, and waiver of unemployment compensation tax and overpayment debts; determining corporate stockholder liability; and administering legal enforcement laws and actions.

Worker's Compensation Dispute Resolutions Section Chief, Claims Management Bureau, Worker's Compensation Division: This position is responsible for planning work assignments, monitoring program performance, developing performance standards, providing leadership in developing and implementing program activities. This position is responsible for supervising staff engaged in performing a variety of professional level functions involving resolution of the most complex and difficult disputes without formal hearings, providing consultative advise to the interpretation and application of Worker's Compensation Law and program policies, investigation of delayed payments and assessment of penalties, setting of benefit payment rates in complex case or permanent partial disability and approving or denying advance payments of permanent disability benefits.

Uninsured Employers Section Chief, Bureau of Insurance Programs, Worker's Compensation Division: This position is responsible for the management and direction of the employer's worker's compensation coverage education, compliance, enforcement and collections programs. This position is responsible for formulating, determining, and implementing policies and procedures related to compliance, enforcement and collection activities; overseeing and coordinating division level compliance enforcement and collections training; coordinating the development and revision of special orders and department rules relating to worker's compensation coverage laws. This position is responsible for budget development, program planning and supervision of staff.

Adjudication Director, Benefits Operations Bureau, Unemployment Insurance Division: This position is responsible for direct delivery of services to claimants and employers for the purpose of implementing the Division's mission, objectives and goals related to adjudication of disputed benefit claims and ensuring that Wisconsin meets all federal Department of Labor adjudication performance related standards and the expectations by the Department for service to Unemployment Insurance customers. This position leads the business planning setting priorities, managing business operations, and delivering services in the areas specific to claims adjudication. This position manages the adjudication of contested Unemployment Insurance claims through 4 geographic areas. Each of the four service delivery locations includes a local adjudication manager and three to five subordinate adjudication supervisors and related staff.

Claims Director, Benefits Operations Bureau, Unemployment Insurance Division: This position is responsible for managing all unemployment insurance claims and claims support services activities on a statewide basis. This position directs the analysis, design, planning and implementation of complex, statewide, customer-driven, sophisticated IT initiatives and system. This position supervises the development of policies, methods and procedures for prompt and accurate payments of unemployment

claims, monitors direct service delivery of claims, and coordinates claims and claims support-related activities among the two claims centers and central office.

Labor Standards Section Chief, Equal Rights Division: This position is responsible for managing and directing all aspects of several statewide labor standards enforcement programs, including wage claims; child labor, street trades, and the work permit programs; private employment agency licensing; special minimum wage licensing; traveling sales crew enforcement; plant closing notification laws and laws requiring notice when an employer decides to cease providing health care benefits. This position manages professional staff and those supporting staff assigned to assist with Labor Standards matters. This position directs and coordinates the Section's responsibilities in the investigation and settlement of complaints under the major laws enforced by the Bureau including substantive case review, timeliness monitoring, and case production matters. This position is responsible for interpreting new laws and developing procedures for implementing them, for issuing manuals and policy directives, and for developing materials explaining laws and regulations.

Prevailing Wage Section Chief, Equal Rights Division: This position is responsible for managing and directing Wisconsin's statewide prevailing wage survey program and enforcement programs that apply to state and local government building projects and to local street projects. This position manages professional staff and those supporting staff assigned to assist with Prevailing Wage matters. This position directs and coordinates the Section's responsibilities in the investigation and settlement of complaints under the prevailing wage laws, including substantive case review, timeliness monitoring, and case production matters. This position is responsible for interpreting new laws and developing procedures for implementing them, for issuing manuals and policy directives, and for developing materials explaining laws and regulations.

**Allocation # 2 – Section Chiefs and Directors located in a field office with or without responsibility over subordinate supervisors**

Job Service Workforce Development Area Director, Job Service Bureau, Division of Employment and Training: These positions supervise field operations with or without subordinate supervisors. These positions are responsible for planning, directing, managing and evaluating the delivery of a number of employment related services as a key partner in local Job Centers and are administratively responsible for the management and supervision of Job Service staff and teams within the assigned Workforce Development Area (WDA). Each of these positions is a principal member of the Division's management team in providing leadership and in the development and implementation of statewide policies and procedures affecting the WDA. These positions provide leadership and allocate resources necessary to implement the division's mission, goals, and objectives within the WDA. These positions assure WDA field office sensitivity and responsiveness to the Division's direction by: monitoring, setting and achieving objectives in compliance with state and federal regulations and policies of the Division; assisting the WDA offices (job centers) to interface with the Divisional and Departmental management support services, local partner agencies, and job centers; and coordinating Division programs and activities with those of other Divisions of the Department and local job center partners.

Civil Rights Section Chief, Equal Rights Division: These positions are responsible for managing and directing several civil rights enforcement programs, including those programs dealing with discrimination in employment, housing, public accommodations, and the Family and Medical Leave Act. These positions manage professional staff and office support staff in their respective offices of the Equal Rights Division. Each of these positions directs and coordinates the section's responsibilities in the investigation and settlement of complaints under the major laws enforced by the Bureau, including

substantive case review, timeliness monitoring, and case production matters. These positions are responsible for interpreting new laws and developing procedures for implementing them, for issuing manuals and policy directives, and for developing materials explaining laws and regulations.

### **III. QUALIFICATIONS**

The qualifications required for these positions will be determined at the time of recruitment. Such determinations will be made based on an analysis of the goals and worker activities performed and by an identification of the education, training, work, or other life experience which would provide reasonable assurance that the knowledge and skills required upon appointment have been acquired.

### **IV. ADMINISTRATIVE INFORMATION**

This classification was created effective March 12, 2000 and announced in Bulletin CLR/SC-109 as a result of Phase Two of the broadbanding non-represented positions to describe positions which perform advanced level supervisory and management activities. These positions were previously classified as Economic Support Supervisor 2 and 3, Economic Support Training Supervisor 2, Vocational Rehabilitation Supervisor, Employment Services Director, PFE Section Chief, Unemployment Tax and Accounting Supervisor 2, and Unemployment Program Director 3.

This classification was modified effective October 6, 2013 and announced in Bulletin OSER-0341 to include section chiefs that do not have subordinate level supervisors reporting to them. The definition language was updated to include representative positions, correct division names, delete references to programs no longer relevant, and allow inclusion positions previously classified as of Worker's Compensation Program Supervisor or Equal Rights Supervisor.

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