

New York State Department of Civil Service
DIVISION OF CLASSIFICATION & COMPENSATION

Classification Standard

Occ. Code 8438100

Unemployment Insurance Program Manager 1, M-1	8438100
Unemployment Insurance Program Manager 2, M-2	8438200
Unemployment Insurance Program Manager 3, M-3	8438300
Unemployment Insurance Program Manager 4, M-4	8438400
Unemployment Insurance Program Manager 5, M-5	8438500

Brief Description of Class Series

Unemployment Insurance (UI) Program Managers coordinate, direct, and review the activities of a unit or function within the Unemployment Insurance Division, primarily assigned to the Telephone Claims Center (TCC). The positions require a thorough knowledge and understanding of unemployment insurance law, rules, procedures and processes to ensure the unemployment insurance program is administered in a consistent, objective, fair and equitable manner. The positions direct staff in providing unemployment insurance benefits determinations and adjudication services.

These positions are only classified at the Department of Labor (DOL).

Distinguishing Characteristics

Unemployment Insurance Program Manager 1: oversees a team engaged in processing and/or adjudicating initial unemployment insurance benefit claims and continuing benefits.

Unemployment Insurance Program Manager 2: assists in planning and coordinating statewide benefits programs, preliminary budget estimates, and training of all UI Division staff.

Unemployment Insurance Program Manager 3: assists UI Program Manager 4 in managing a TCC; supervises multiple teams engaged in processing and/or adjudicating initial claims.

Unemployment Insurance Program Manager 4: manages and directs all activities of a TCC; implements UI policies, procedures, and goals of TCC.

Unemployment Insurance Program Manager 5: one-position class; plans and directs all UI benefit programs and activities statewide.

Related Classes

Employment Services Managers administer and oversee operations of New York State Career Centers (centers), which serve individuals and employers seeking employment services such as career counseling, job search, recruitment, training, and other supportive services. Incumbents work collaboratively with other State agencies, local governments, community-based and non-profit entities stationed at the centers in providing integrated employment and related services.

Workforce Programs Managers develop, maintain, promote, and monitor workforce development and training programs, occupational safety and health training, employment related tax incentives, and related programs. Incumbents provide technical direction and oversight to various parties regarding workforce development funding programs and may also operate and/or supervise the delivery of direct client employment services.

Illustrative Duties

Unemployment Insurance Program Manager 1

Plans, organizes, delegates, and coordinates the programs, activities, and services of assigned continuing benefits team or adjudication team within a TCC.

Handles complex problems involving UI Laws; provides staff with updates on departmental policies, procedures and changes in State or federal UI laws impacting their work.

Assists in coordinating and implementing business processes; develops and implements policies to ensure consistency with federal, State and internal standards.

Interprets complex claims; and establishes and directs control systems to monitor status of operations, and quality and quantity of performance.

Participates in the development of procedures, memoranda and manuals.

Unemployment Insurance Program Manager 2

Communicates changes in law, policy, procedure, and goals to managers statewide; oversees development of procedures memoranda and manuals.

Provides administrative oversight in preparing budgets, federal and State reporting, personnel management, staff development and training and technology matters for the UI program.

Reviews and evaluates proposed new or revised legislation and public awareness activities.

Recommends action on new or revised laws and prepares comments on federal and State problems and issues.

Represents the UI Division before government officials and employers; and responds to high priority information requests concerning statewide UI policy and operations.

Unemployment Insurance Program Manager 3

Assists UI Program Manager 4 in supervising and managing a TCC.

Supervises multiple teams for UI Benefits intake, and adjudication.

Plans workflow, staff deployment, and use of resources to meet workload demands.

Develops goals and priorities to ensure work standards and timeliness goals are met.

Implements controls to detect and prevent fraud.

Establishes and reviews policies regarding program operations and enforcement of laws, rules, and regulations.

Ensures the timely and accurate reporting of data supporting program operations.

Advises county officials on the policies of the UI program.

Unemployment Insurance Program Manager 4

Manages all activities of a TCC.

Communicates changes and new interpretation of laws and policies.

Represents the agency on all matters concerning UI programs, services and operations with claimants, employers, local government officials or representatives of other State and federal agencies.

Oversees preparation of operating budgets.

Reviews changes in legislation to determine impact on operations.

Unemployment Insurance Program Manager 5

Plans, organizes, and directs the Division's UI benefit program statewide in accordance with both department policies and federal and State laws, rules and regulations.

Develops policies, procedures, and goals to implement and deliver statewide benefit programs.

Observes, reviews and evaluates operations of TCC's.

Develops and institutes controls, reporting requirements, and training programs.

Works with staff of the Adjudication Services Office and Counsel's Office to resolve appeals on controversial cases.

Works with United States DOL national and regional representatives to ensure federal goals and standards are met.

Institutes and maintains controls for the detection and prevention of fraud and collusion in the Statewide benefit program.

Prepares the benefit operation budget request.

Represents the Department and the Unemployment Insurance Division at State-level meetings of unions and business groups.

Coordinates benefit operations public awareness activities.

Directs the investigation of high-profile issues raised by Government officials, employers, claimants or unions.

Minimum Qualifications

Unemployment Insurance Program Manager 1

Promotion: one year of service as an Associate Unemployment Insurance Hearing Representative, Associate Unemployment Insurance Internal Security Specialist, Associate Unemployment Insurance Internal Security Specialist (Quality Control), Associate Unemployment Insurance Reviewing Examiner, Investigative Officer 3 (Unemployment Insurance), Supervising Labor Services Representative, Unemployment Insurance Accounts Assistant Supervisor, Unemployment Insurance Accounts Support Supervisor 1, Unemployment Insurance Appeals Board Supervisor, or Auditor 2 (Unemployment Insurance).

Unemployment Insurance Program Manager 2

Promotion: one year of service as an Unemployment Insurance Program Manager 1.

Unemployment Insurance Program Manager 3

Promotion: one year of service as an Unemployment Insurance Program Manager 2, or an Unemployment Insurance Program Manager 1.

Unemployment Insurance Program Manager 4

Promotion: one year of service as an Unemployment Insurance Program Manager 3, or an Unemployment Insurance Program Manager 2.

Unemployment Insurance Program Manager 5

Promotion: one year of service as an Unemployment Insurance Program Manager 4.

Note: Classification Standards illustrate the nature, extent, and scope of duties and responsibilities of the classes they describe. Standards cannot and do not include all the work that might be appropriately performed by a class. The minimum qualifications above are those required for appointment at the time the Classification Standard was written. Please contact the Division of Staffing Services for current information on minimum requirements for appointment or examination.

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