

CHAPTER 2
CUSTOMER AND ADMINISTRATIVE SERVICES DIVISION

871—2.1(84A) Mission and organization.

2.1(1) *Mission.* The customer and administrative services division serves the department and its customers by satisfying fiscal, employee, office, property and information needs.

2.1(2) *Operation and administration.* The customer and administrative services division is under the direction of a division administrator who assists the director by planning, directing, and coordinating activities such as customer services; financial management; business management; budget and reporting; employee services; public relations; and planning and information. For ease of operation and administration of responsibilities assigned to it, the customer and administrative services division has been organized into six bureaus corresponding to the functional responsibilities of the division administrator.

871—2.2(84A) Customer services bureau.

2.2(1) *Bureau chief.* The customer services bureau is under the direction of a bureau chief who reports to the division administrator.

2.2(2) *Responsibilities.* The customer services bureau is responsible for:

- a. Customer satisfaction measurement tools and resources;
- b. Customer assistance center operation for both internal and external customers;
- c. County labor availability surveys;
- d. Special projects relating to service improvement and customer services;
- e. Coordination of the statewide employers council activity and support for the employers council board of directors;
- f. Development of customer service policy and customer service standards in collaboration with other bureaus within the department; and
- g. Management of the electronic bulletin board (data center).

871—2.3(84A) Financial management bureau.

2.3(1) *Bureau chief.* The financial management bureau is under the direction of a bureau chief who reports to the division administrator.

2.3(2) *Responsibilities.* The financial management bureau staff are responsible for auditing all claims for expenditure of administrative and program funds; coding the claims for processing of warrants or fund transfers; and preparing accounting entries as required. The bureau also accounts for all unemployment insurance revenues collected for the trust fund and for benefits paid from the fund.

871—2.4(84A) Business management bureau.

2.4(1) *Bureau chief.* The bureau of business management is under the direction of a bureau chief who reports to the division administrator.

2.4(2) *Purchasing unit.* The purchasing unit is responsible for purchasing supplies, equipment and services and maintaining a statewide inventory of supplies and equipment.

2.4(3) *Mail services unit.* The mail services unit is responsible for receiving and for internal distribution of incoming mail as well as daily processing of outgoing mail.

2.4(4) *Printing and collating unit.* The printing and collating unit is responsible for in-house printing as required and development and maintenance of forms and forms inventory.

2.4(5) *Supply and warehousing unit.* The supply and warehousing unit is responsible for receiving, storing and issuing supplies throughout the state.

2.4(6) *Building maintenance.* The business management bureau handles the building maintenance for both the 1000 East Grand and 150 Des Moines locations.

871—2.5(84A) Special projects, premises, and forms management bureau. Rescinded IAB 5/19/99, effective 6/23/99.

871—2.6(84A) Budget and reporting bureau.

2.6(1) *Bureau chief.* The budget and reporting bureau is under the direction of a bureau chief who reports to the division administrator.

2.6(2) *Responsibilities.* Staff of the budget and reporting bureau are responsible for:

- a. Developing and analyzing both the state and local departmental budgets;
- b. Collecting and identifying all necessary raw data from the department's divisions for budget preparation;
- c. Preparing budgets in required formats;
- d. Providing actual cost reports to the department's divisions for analysis;
- e. Completing required federal and state reports; and
- f. Managing the processing of the department's contracts for services.

871—2.7(84A) Employee services bureau.

2.7(1) *Bureau chief.* The employee services bureau is under the direction of a bureau chief who reports to the division administrator.

2.7(2) *Responsibilities.* The bureau is responsible for:

- a. Providing an equal employment opportunity (EEO) program;
- b. Maintaining a comprehensive department personnel program in accordance with rules and regulations of the Iowa department of personnel (IDOP), federal standards for a merit system, and department policy and regulations;
- c. Maintaining employee records including payroll;
- d. Interpreting and informing employees of personnel rules, regulations, procedures, and fringe benefits;
- e. Maintaining a day-to-day working relationship with IDOP and cooperating with IDOP in test development for examinations, validation of department position classifications, and development of new job classifications and job specifications;
- f. Providing in-service and out-service training and related training programs, developing training materials, giving training and cooperating in development and giving of training to department employees;
- g. Providing out-service training including individual courses at local colleges and universities, especially developed short courses for specialists and management; and
- h. Loaning audio-visual equipment and keeping it in repair.
- i. Coordination of facility management for administrative and field offices.
- j. Providing recommendations on and coordinating the development and distribution of internal administrative policies and procedures.
- k. Coordination of communication systems for administrative and field offices.

2.7(3) *Equal employment opportunity program.* The equal employment opportunity (EEO) officer is under the supervision of the chief of the bureau of employee services. Individuals may file complaints on EEO matters at the Iowa Workforce Development Administrative Office, 1000 East Grand Avenue, Des Moines, Iowa 50319, attention: EEO Officer. If the department is involved in charges or allegations in the EEO area, the EEO officer is responsible for pursuing reconciliation or resolution. When necessary, the issues will be referred to the appropriate agencies, federal or state, for action. The EEO officer provides written and verbal guidance on EEO matters to the director, division administrators, and bureau chiefs. This guidance includes providing guidelines necessary to keep the department in compliance with federal and state law as well as United States Department of Labor regulations. The EEO officer is the official liaison with civil rights agencies and human service organizations. A department employee filing a grievance may elect, in matters involving EEO, to confer directly with the EEO officer who may make recommendations deemed appropriate. The EEO officer is responsible for developing and giving training along with other bureau employees on civil rights and EEO and is also responsible for monitoring the same.

871—2.8(84A) Planning and information services.

2.8(1) Planning and information services staff is responsible for:

1. Serving as the department's liaison with Congress and the Iowa general assembly;
2. Reviewing legislation affecting the department;
3. Developing, presenting, and securing enactment of the department's legislative package;
4. Providing constituent services to Congress and the Iowa general assembly.

2.8(2) Public relations and marketing bureau. The public relations and marketing bureau is under the direction of a bureau chief who reports to the division administrator. The public relations and marketing bureau is a resource to help other parts of the department communicate to various audiences. The bureau is responsible for:

1. Coordinating the department's internal and external communication efforts. Functions include providing support in audience and message definition, writing and graphic support, coordinating projects with outside printers and other communication vendors, and serving as a primary media contact.
2. Identifying and managing the department's marketing efforts including selecting and working with outside vendors such as advertising agencies and communication professionals to develop and place advertisements in various media to reach important customers and stakeholders.

These rules are intended to implement Iowa Code chapter 84A.

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