

**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.