

# Resume



## Jennifer Carman

West Region Branch  
**Regional Program Manager**

### Current Position

**Regional Program Manager**

### Education

**School: University of Kentucky**    **Education Completed:** 5. Bachelor's  
**Graduation Date:** 05/2001    **Major:** Anthropology  
**College Hours Earned:** 160

**School: Breckinridge County High School**    **Education Completed:** 2. High school / GED  
**Graduation Date:** 05/1996    **Major:** Honors  
**College Hours Earned:** 0

**School: Western Kentucky University**    **Education Completed:** 6. Master's  
**Graduation Date:** 05/2002    **Major:** Secondary Education  
**College Hours Earned:** 30

### Work Experience

**Job Title: Regional Program Manager**    **Company:** Office of Career Development

#### **Job Duties:**

Coordinates the activities of managers and staff to attain optimum service delivery. Evaluates, interprets and applies current policies and procedures relating to departmental program and personnel practices. Conducts performance appraisal for assigned staff. Makes recommendations for personnel actions such as promotion, layoffs, dismissals and other personnel decisions. Recommends training to management staff based on notices of training opportunities for employees within a region. Supervises the maintenance of all regional records. Assigns staff to monitor operations within a region. Formulates the region's budget request and forwards to agency management. Monitors the office expenditures of the region constantly. Reviews and takes action on equipment and supply needs. Attends meetings with other regional staff and management to channel information regarding program activities. Represents region and/or division on inter or intra agency task forces. Meets with civic groups, public officials and the public to explain program policies and regulations and to answer questions of field operations within the region.

**Start Date:** 01/15/2019

**End Date:** present

**Job Title: Workforce Development Manager**      **Company:** *Office of Employment and Training*

**Job Duties:**

I currently manage the overall operation of a designated service office providing workforce/employment and unemployment services which oversees the implementation, development and/or monitoring and evaluation of one or more workforce, employment service or unemployment insurance programs. Assigns and evaluates the work of personnel. Ensure employees carry out services related to workforce/employment service and unemployment insurance programs effectively and in compliance with statutes, regulations and agency policy and procedure. Provides technical assistance to subordinate supervisors and employees. Recommends and submits personnel actions. Provides leadership in the selection and hiring process. Ensures compliance with personnel statutes and regulations. Evaluates employees. Initiates appropriate corrective action. Conducts staff meetings. Oversees and assesses effectiveness of client services, job standards and service to the community. Answers inquiries and resolves complaints from clients, community partners, employers, and staff. Assesses training needs, provides on-the-job training and recommends outside training and/or development of additional internal training programs. Visits employers to highlight and market services offered by the Department for Workforce Investment. Represents agency in public forums. Travels as necessary to conduct site visits, meets with employers, conducts presentations and attends meetings. Monitors office expenditures. Assists superiors in defining program goals, objectives, accomplishments and problem areas. Responsible for appropriate retention, maintenance and destruction of records.

**Start Date:** 08/2015

**End Date:** 12/2018

**Job Title: Workforce Development Consultant**      **Company:** *Office of Employment and Training*

**Job Duties:**

Serves as the lead worker and coordinates the activities of employees engaged in one or more employment services and/or unemployment insurance functions providing technical assistance and career development training. Informs applicants, claimants, participants and employers of their rights, responsibilities and program services under provisions of the Workforce Investment Act, Wagner-Peyser Act and Unemployment Insurance and other workforce programs, laws and regulations. Serves as lead worker. Coordinates and reviews work of employees. Provides technical assistance to employees in performance of job responsibilities. Works under limited supervision. Makes recommendations in developing and meeting qualitative and quantitative goals. Interprets written and oral instructions to staff to provide the necessary methods, procedures and techniques to carry out the program functions such as intake, counseling, training programs, referral, job placement, and all unemployment insurance services. Interviews and registers claimants. Serves as regional team leader for unemployment insurance determinations. Performs a variety of employment service functions. Provides analysis to productivity reports and makes recommendations. Prepares and maintains activity reports. Provides corrective action plans and ensures adherence to plan. Meets with claimants and employers. Travels to one or more counties when necessary. Interprets, applies and enforces laws, regulations, policies and procedures to staff. Performs public relations work to promote the Department's programs and responds to public inquiries and complaints.

Makes recommendations on personnel actions. Assesses training needs of staff and trains staff. Must have knowledgeable of policies, procedures, regulations and statutes concerning Wagner-Peyser and Unemployment Insurance Programs. Assists and aids team members in meeting quality assurance initiatives.

Served as the lead of the employer services team for our region. Administered the NCRC test. Also worked on completing the certification for one stop certification process.

**Start Date:** 05/2015

**End Date:** 08/2015

**Job Title:** Workforce Development Specialist II      **Company:** Office of Employment and Training

**Job Duties:**

Provided administrative support services to unemployment insurance claimants, employers and job seekers OR; works with unemployment insurance benefits and tax programs OR; investigates disputed unemployment insurance claims. Informs applicants, claimants, participants and employers of their rights, responsibilities and program services under provisions of the Workforce Investment Act, Wagner-Peyser Act, Unemployment Insurance and other workforce programs, laws and regulations. Also traveled to other offices in the region to provide services. Requires limited supervision in performing duties and responsibilities in interviewing and assisting individuals in completing the unemployment insurance claims and job registration procedures. Must be knowledgeable of WIA, Wagner Peyser and Unemployment Insurance Programs and Services as well as services available at local-level through one-stop partners. Processes interstate, combined wage, federal and extended base period and electronic claims. Interviews job seekers to determine training and qualifications. Performs public relations by contacting employers. Performs duties involved in reconsiderations, missing check affidavits and pension eligibility interviews. Responds to customer and employer inquiries pertaining to unemployment insurance and employment service programs. Interviews job seekers to assess training, work experience and other job qualifications to determine appropriate employment and/or training referral. Provides assistance to job seekers in need of intensive services. Enrolls job seekers into special programs and monitors their progress. Administers tests and interprets and integrates scores with the information needed for determining overall job qualifications or training needs. Makes job development contacts when no suitable job opening exists. Assists employers and union representatives in scheduling and filing mass claims for unemployment insurance benefits. Applies laws and regulations as they pertain to the unemployment insurance claims functions. Interviews claimants and employers involved in disputed claims to secure relevant facts and issue determinations. Calculates, establishes and issues decisions on benefit overpayments. Interviews and assesses job seekers to determine employment services needs, such as testing, counseling, job development and training. Makes referrals to other local one-stop partners for services. Assists job seekers in obtaining labor market information. Interacts with employers for job solicitation, referrals, follow-up, marketing and public relations. Promotes employment services programs through interaction with schools, civic groups, employers, community and other local, state and federal agencies. Reviews billings from other states and authorizes payment of unemployment insurance trust fund dollars. Makes determinations of employer liability and determines proper tax rates in complex situations involving multiple or partial account transfers. Applies unemployment insurance laws in determining reserve account distribution. Prepares documents and evidence through accessing unemployment insurance databases in prosecuting

cases of fraud and misrepresentation. Assembles records and prepares written narratives in cases of appealed tax determinations for presentation before the Unemployment Insurance Commission. Assists and represents the Division of Unemployment Insurance in proceedings before the Unemployment Insurance Commission. Assists and aids team members in meeting quality assurance initiatives.

**Start Date:** 09/2011

**End Date:** 05/2015

**Job Title: Workforce Development Specialist I**    **Company:** *Office of Employment and Training*  
**Job Duties:**

Provided beginning level administrative support services to unemployment insurance claimants, employers or persons seeking employment. Informed applicants, claimants, participants and employers of their rights, responsibilities and program services under provisions of the Wagner-Peyser Act and Unemployment Insurance Laws and regulations. Performs beginning professional level employment service and/or unemployment insurance program work. Take initial, reopened and reactivated claims. Provides employment service activities, such as counseling, job development and training. Works with employers and union representatives in scheduling and filing mass claims for unemployment insurance benefits. Examines claimant and employer base period wages for accuracy. Provides information to the claimant, the employer and the public pertaining to Unemployment Insurance and other workforce programs. Detect simple eligibility issues on claims and schedules fact-finding interviews. Interviews job seekers to determine training and qualifications. Performs public relations by contacting employers for the purpose of promoting the use of the Employment Services. Takes job orders from employers. Matches employer job order requirements with job seeker's qualifications to make job referrals. Develops employability plan for job seekers based on vocational aptitudes, interests and work experience. Certifies and verifies specific targeted job seeker groups prior to employment and training program referral. Maintains statistical information. Identifies employer account number for benefit charges and determines employer chargeability. Issues assessments of delinquent taxes and prepares paperwork for routine overpayment recovery and makes liability determination. Reviews and processes employer wage reports and requests audits based on review findings. Establishes, changes and/or corrects employer accounts based on results from field audits. Calculates and issues determinations on overpayments and receives restitution on benefit overpayments. Reviews fraud determinations regarding application of unemployment insurance laws. Review billings from other states and authorizes payment. Monitors audit reporting by magnetic media. Initiates legal action collection requests.

**Start Date:** 09/2009

**End Date:** 09/2011

**Job Title: Spanish Teacher**    **Company:** *Meade County High School*

**Job Duties:**

I was responsible for instructing high school students in areas of Spanish grammar, spelling, pronunciation, vocabulary and composition; guiding students on conversational Spanish; teaching students about Spanish language literature, culture and history; creating engaging lesson plans;

planning classroom activities to motivate students; preparing visual aids; grading homework and exams; coaching students individually or as a group; communicating with parents and other teachers about a student's progress; and other tasks as assigned.

**Start Date:** 08/2005

**End Date:** 07/2009

**Job Title:** Spanish Teacher     **Company:** Bullit Central High School

**Job Duties:**

I was responsible for instructing high school students in areas of Spanish grammar, spelling, pronunciation, vocabulary and composition; guiding students on conversational Spanish; teaching students about Spanish language literature, culture and history; creating engaging lesson plans; planning classroom activities to motivate students; preparing visual aids; grading homework and exams; coaching students individually or as a group; communicating with parents and other teachers about student's progress; and other tasks as assigned.

**Start Date:** 08/2004

**End Date:** 06/2005

**Job Title:** Spanish Teacher     **Company:** Meade County High School

**Job Duties:**

I was responsible for instructing high school students in areas of Spanish grammar, spelling, pronunciation, vocabulary and composition; guiding students on conversational Spanish; teaching students about Spanish language literature, culture and history; creating engaging lesson plans; planning classroom activities to motivate students; preparing visual aids; grading homework and exams; coaching students individually or as a group; communicating with parents and other teachers about a student's progress; and other tasks as assigned.

**Start Date:** 08/2002

**End Date:** 06/2004

## Special Training/Development/Skills or Abilities

I completed the Manager's training course through Kentucky State University. I have also completed all required trainings for employment with the state.

## License

## Occupational License/Certification