

UNEMPLOYMENT INSURANCE PROGRAM SPECIALIST 1

KIND OF WORK

Specialized and/or lead work in Unemployment Insurance Tax Branch and Benefits Administration.

NATURE AND PURPOSE

Operating independently within established procedures and laws, an employee in this class is responsible for reviewing, approving, or revising benefit and tax determinations of a complex or sophisticated nature. Work is directly supervised by higher ranking Unemployment Insurance authority and is subject to the limits of established procedures and practices. This employee may train or serve as lead worker of employees engaged in claim processing and/or benefit eligibility determination.

EXAMPLES OF WORK (A position may not include all the work examples given, nor does the list include all that may be assigned.)

Review and determine appropriate action for benefit charge protests to maintain employer's accounts accurately and within MES Law conformance.

Review, approve, and revise protested tax rate determinations to assure conformance and consistency with MES Law.

Perform specialized UI functions; for example, irregular check activity, claim balance adjustments, and billing collection activity, to insure consistency and accuracy with department procedures and policies.

Provide lead work assistance of a unit engaged in employer liability functions or benefit processing to assure continuity of services is maintained.

Investigates suspected fraud cases in benefit payment by claimants and tax liability by employers so that consistency and accuracy in rates and law conformance is achieved.

Prepare investigation/audit reports so disposition of cases can be accomplished.

KNOWLEDGE, SKILLS AND ABILITIES REQUIRED

Considerable Knowledge of:

MES law in a specific UI program.

Departmental operations, practices and procedures.

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Ability to:

Communicate effectively, both verbally and in writing.

Develop and maintain effective working relationships with claimants, employers, and other employees.

Train, to assist in evaluating the work of other employees, and to organize a systematic work flow.

Est.: 6/47

Rev.: 11/74

Ckd.: 12/92, 1/95

T.C.: 7/67, 9/81, 1/95; 8/99; 4/00

Former Title(s): Unemployment

Compensation Supervisor I

Unemployment Compensation Specialist

Unemployment Insurance Program

Specialist 1

Reemployment Insurance Program Specialist

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