

WORKFORCE DEVELOPMENT REPRESENTATIVE

KIND OF WORK

Professional job placement and unemployment insurance work.

NATURE AND PURPOSE

Under general supervision, an employee in this class is responsible for conducting personal interviews with job seekers and unemployment insurance claimants. The employee reviews applications/requests for job placement and/or training to determine suitability/eligibility for job openings/training opportunities. An employee in this class also reviews unemployment insurance claim materials to determine the correctness and lawfulness of documents; performs related work as required.

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

Collect information from clients in personal interviews or phone conversations by asking questions, listening and recording data to decide Unemployment Insurance claim or program eligibility, to determine relevant job search facts and to identify employment needs.

Explain and clarify unemployment insurance policies and procedures for claimants, employers and outside agencies, to provide an understanding of rights and responsibilities of unemployment insurance provisions, and to assist agencies in application of laws, policies and procedures, using employer and claimant handbooks and relevant law and procedure manuals.

Read paper or computerized file screens to match applicants and employer needs; contact respective parties to arrange interviews. Maintain contacts with clientele while they are requesting services.

Telephone or visit employers to promote and publicize the agency services and programs, a specific program, or an individual. Evaluate job requirements, write orders, secure interviews, explain specific parameters of new programs.

Lead group intake sessions to inform claimants or applicants how Unemployment Insurance programs operate so that users will understand their eligibility, responsibilities and other conditions of participation.

Call or write to unemployment insurance claimants, employers, and outside agencies, concerning facts surrounding employment and separation conditions, to verify data pertinent to the unemployment insurance claim using form letters and telephone.

Interpret, review and evaluate data gathered such as wage information, separation statement, relevant law, policy and claimant report form, to determine claimant eligibility, or issues outstanding in regard to the claim, using the documentation gathered.

Make decisions and communicate information regarding unemployment insurance claimant's initial and continuing eligibility, to ensure properly paid unemployment insurance benefits and charges and to maintain a written record of claimant eligibility, using form letters.

Calculate (add, subtract, multiply and divide) unemployment insurance benefits so that the claimant is properly paid and employer properly charged, using calculator, forms, claim history and CRT.

KNOWLEDGE, SKILLS AND ABILITIES REQUIRED

Knowledge of:

State and Federal Unemployment Insurance Laws sufficient to determine eligibility, and process payments.

State and Federal Employment Laws and Programs sufficient to place job ready applicants in suitable work.

State and Federal Training Programs sufficient to refer clients so that they are offered opportunities to become job ready.

Support services available to meet the needs of the Department clients.

Skill in:

Mathematical computation sufficient to achieve accurate benefit payment determinations and calculate program eligibility requirements.

Ability to:

Write clearly and organize material logically for reports or correspondence.

Converse and interact with people at differing levels of work and training experience.

Prepare statistical reports and maintain employer and applicant records pertaining to all programs administered by the department.

Accept responsibility and take effective, independent action and to exercise sound judgments in performance of duties.

Deal tactfully and patiently with people and put them at ease and to maintain poise and composure.

Workforce Development Representative

Class Specification

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Apply general law to specific cases based on limited information.

Research information through investigative interviewing and through review of appropriate written materials.

Est.: 8/88

Rev.:

Ckd.: 11/91, 1/95, 7/03, 11/07

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Former Title(s): Jobs and Training

Representative; Economic Security

Representative; Employment and Economic

Development Representative