

## UNEMPLOYMENT INSURANCE OPERATIONS ANALYST

### KIND OF WORK

Professional unemployment insurance work in the central administration of the unemployment insurance programs of the Department of Economic Security.

### NATURE AND PURPOSE

Under general supervision, an employee in this class is responsible for performing one or more specific types of unemployment insurance activities in the areas of tax accounting, employer liability, benefit overpayments, fraud control, or determination of interstate benefit eligibility.

This classification differs from the direct service classifications in that it does not work directly with clients; it is housed only in the Central Office rather than in field offices; it involves an oversight/review capacity of the work and determinations of others extending to analysis and decision making on more highly technical areas of UI law; it includes the authority to recommend further action/investigation as an outcome of the review process; and client activities generally involve phone or written contacts.

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

Determine the tax status of business entities by: reviewing employer records, communicating with employers to obtain additional information, and analyzing data within the context of unemployment insurance law to decide if business entities are “employers” and if there is successorship of one business owner to another.

Calculate (add, subtract, multiply and divide) yearly tax rates and ratios of businesses determined to have tax liability.

Formulate redeterminations on individual unemployment insurance benefit claims and/or employer charges by: reviewing records and reconstructing histories of prior decisions (e.g., from area offices, field auditors) and by obtaining and evaluating additional information from involved parties.

Detect, process and determine benefit overpayments by: reviewing employer payroll information, return to work dates, and claimant benefit records; and obtaining and evaluating additional information from involved parties (e.g., claimants, employers, anonymous tips, area offices, tax accounting, quality control).

Establish whether or not benefit overpayments were a result of fraudulent activity, set appropriate administrative penalties, and recommend referral for further action.

Resolve delinquent employer accounts by: reviewing employer files and computer records; contacting employers to clarify information and negotiate payment; and recommending further collections action.

Determine eligibility for benefits for persons who worked in Minnesota, and subsequently moved outside the state by: reviewing and evaluating wage information, separation statements, claimant report forms and applying to relevant law and policy.

Provide information and assistance to employers, claimants, and department employees regarding interpretation and application of unemployment insurance law, statutes, rules and policy.

Document and record decisions made for use by others in quality assurance performance audits and in search for precedent-setting activity.

#### KNOWLEDGE, SKILLS AND ABILITIES REQUIRED

##### Knowledge of:

State and Federal Unemployment Insurance Laws sufficient to make determinations on employer liability, benefit payments, and fraudulent activity.

CRT formats sufficient to prepare accurate input and to review and evaluate information.

Department programs, procedures and policies sufficient to review and evaluate prior decisions.

##### Skills:

Mathematical computation sufficient to calculate tax rates, employer charges, employer voluntary contributions and benefit payments.

##### Ability to:

Read and understand complex unemployment insurance law and regulations.

Analyze and evaluate information sufficient to make determinations on benefit payments, employer tax status, and to distinguish between fraudulent action as opposed to error.

Deal tactfully and persuasively with people sufficient to put them at ease and obtain information.

Unemployment Insurance Operations Analyst

Class Specification

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Write clearly and organize material logically for inclusion in reports, correspondence and documentation of decisions.

Communicate verbally sufficient to provide clear and concise explanations of unemployment insurance law to claimants and employers.

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Rev.:

Ckd.: 1/95

T.C.: 1/95; 8/99; 4/00

Former Title(s): Unemployment Insurance  
Operations Analyst

Reemployment Insurance Operations  
Analyst

Reemployment Compensation Operations  
Analyst