

STATE OF OHIO (DAS)CLASSIFICATION
SPECIFICATION**CLASSIFICATION SERIES:**

Unemployment Claims Examiner

SERIES NO.:

1674

MAJOR AGENCIES:

Department Of Job And Family Services

EFFECTIVE DATE:

02/26/2012

SERIES PURPOSE:

The purpose of the unemployment claims examiner occupation is to process all types & combinations of unemployment compensation claims for Department of Job and Family Services & to ensure that claims are processed promptly, correctly & in compliance with established eligibility criteria, departmental policies & procedures & applicable laws required to process unemployment compensation claims or to ensure claims are not fraudulent.

The class levels progress in relation to the complexity of the claims being processed & not in relation to the location or size of the claims office.

At the lower level, incumbents assist claimants in filing claims & process continued claims. At the managerial level, incumbents plan, direct & manage all claims activity in assigned office or supervise personnel engaged in detecting unemployment compensation fraud or benefit payment control/ investigation.

The series is designed exclusively for use by Department Of Job And Family Services only.

JOB TITLE

Unemployment Claims Examiner 1

JOB CODE

16740

PAY GRADE

25

EFFECTIVE

03/16/1997

CLASS CONCEPT:

The entry level class works under general supervision & requires some knowledge of unemployment claims benefits in order to assist claimants in filing claim applications &/or to process & authorize payment on continued claims.

JOB TITLE

Unemployment Claims Examiner 2

JOB CODE

16741

PAY GRADE

26

EFFECTIVE

03/16/1997

CLASS CONCEPT:

The full performance level class works under general supervision & requires considerable knowledge of unemployment claims benefits in order to process monetary claims (e.g., reviews new & additional claims for benefit payments & authorizes payment or refers to non-monetary examiner if issues are involved).

JOB TITLE

Unemployment Claims Examiner 3

JOB CODE

16742

PAY GRADE

27

EFFECTIVE

03/16/1997

CLASS CONCEPT:

The full performance level class works under general supervision & requires considerable knowledge of eligibility criteria, departmental policies & procedures & applicable laws required to process unemployment compensation claims in order to process all types of monetary & non-monetary claims or claims involving federal, civilian or military employment which includes joint federal/Ohio/combined wage claims.

JOB TITLEUnemployment Claims Fraud
Examiner**JOB CODE**

16743

PAY GRADE

28

EFFECTIVE

03/16/1997

CLASS CONCEPT:

The full performance level class works under general supervision & requires considerable knowledge of eligibility criteria, departmental policies & procedures & applicable laws in order to initiate fraud investigation, or receive completed investigation to make determination if fraudulent misrepresentation has occurred.

<u>JOB TITLE</u>	<u>JOB CODE</u>	<u>PAY GRADE</u>	<u>EFFECTIVE</u>
Unemployment Claims Examiner 4	16744	29	04/26/1998

CLASS CONCEPT:

The advanced level class works under direction & requires thorough knowledge of eligibility criteria, departmental policies & procedures & applicable laws required to process unemployment claims in order to serve as lead worker (i.e., provide work direction & training to personnel in assigned claims unit on daily basis in examining & processing all types & combinations of unemployment claims & appeals) in field office or interstate department, or in central office departments other than interstate, process claim appeals, corrections or redeterminations by reviewing claims processed by central office & field offices staff, or in telephone registration center or field adjudication center, process complex non-monetary claims to issue prompt & quality non-monetary determinations to interested parties.

<u>JOB TITLE</u>	<u>JOB CODE</u>	<u>PAY GRADE</u>	<u>EFFECTIVE</u>
Unemployment Claims Specialist 1	16745	30	03/16/1997

CLASS CONCEPT:

The advanced level class works under direction & requires thorough knowledge of agency, state & federal laws, rules, regulations, codes, policies & procedures governing eligibility criteria & processing of unemployment claims in order to provide technical assistance to both central & field office personnel & other employment security agencies in mechanics of all phases of unemployment compensation claims programs & operations, or in benefits payment control (i.e., BPC), special operations unit, act as lead worker over unemployment claims fraud examiners or independently serve as lead prosecution examiner (e.g., review fraud overpayment files from fraud examiners to determine suitability for prosecution).

<u>JOB TITLE</u>	<u>JOB CODE</u>	<u>PAY GRADE</u>	<u>EFFECTIVE</u>
Unemployment Claims Specialist 2	16746	31	03/16/1997

CLASS CONCEPT:

The advanced level class works under direction & requires thorough knowledge of agency, state & federal laws, rules, regulations, codes, policies & procedures governing eligibility criteria & processing of unemployment claims in order to, in technical services, provide technical assistance to both central & field office personnel in mechanics of all phases of unemployment compensation claims programs & operations & assist management in developing & monitoring corrective action plans with frequent travel to office locations &/or alternate work sites, or in benefits payment control (i.e., BPC), independently conduct investigation of fraud &/or forgery in state unemployment compensation claims, various federal unemployment compensation claims & federal training programs with frequent travel to office locations &/or alternate work sites, or in quality control, conduct audit of non-monetary (i.e., quality performance index) determinations or audit unemployment insurance payments to assess accuracy by which state of Ohio administers unemployment insurance program with frequent travel to office locations &/or alternate work sites.

<u>JOB TITLE</u>	<u>JOB CODE</u>	<u>PAY GRADE</u>	<u>EFFECTIVE</u>
Unemployment Compensation Manager 2	16749	12	02/28/2010

CLASS CONCEPT:

The second management level class works under administrative direction & requires extensive knowledge of agency, state & federal laws, rules, regulations, policies & procedures governing eligibility criteria & processing of unemployment compensation, monetary & non-monetary claims in order to plan, direct & manage all claims activities within assigned section (e.g., non-monetary; initial claims; North American Free Trade Agreement/trade adjustment assistance) in one entire central office department & direct & monitor performance & production of staff which may include one or more subordinate supervisor(s) (e.g., Unemployment Compensation Manager 1, 16748; Clerical Supervisor, 12115), or to plan, direct & manage all claims activities in large local office & supervise assigned subordinate staff, or to plan, direct & manage entire unemployment claims operation of claims adjudication center & supervise assigned staff.

<u>JOB TITLE</u>	<u>JOB CODE</u>	<u>B. U.</u>	<u>EFFECTIVE</u>	<u>PAY GRADE</u>
Unemployment Claims Examiner 1	16740	09	03/16/1997	25

JOB DUTIES IN ORDER OF IMPORTANCE: (These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)

Assists claimants in filing applications for unemployment compensation benefits (e.g., gives benefits rights interview, reschedules next office report, advises claimant on what information &/or documentation will be needed for next office report, refers claimant to unemployment claims examiner 2 for eligibility issues & to employment services for work registration), performs related clerical work needed to process applications &/or processes continued claims filed by claimants in person &/or by mail under applicable unemployment compensation laws, authorizes payment on pay authorization card or enters into computer for payment & updates claimants file accordingly.

Performs variety of support duties (e.g., types forms, correspondence &/or decisions completed by claims examiners; prepares mail; files active & inactive claims & purges expired claims from filing system; prepares claims cards & packets for counter work; issues wage record forms to employers); attends training (i.e., travels to training sites which includes overnight travel as assigned); travels to other office locations & alternate work sites.

MAJOR WORKER CHARACTERISTICS:

Knowledge of eligibility criteria & procedures used for processing unemployment compensation claims*; office practices & procedures*; addition, subtraction, multiplication, division, fractions, decimals & percentages. Skill in typing; operation of VDT/CRT or computer keyboard. Ability to deal with problems involving several variables within familiar context; gather, collate & classify information about data, people or things.

(*)Developed after employment.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:

Formal education in arithmetic that includes addition, subtraction, multiplication, division, fractions, decimals & percentages & in reading, writing & speaking common English vocabulary; 6 mos. trg. or 6 mos. exp. in operation of VDT/CRT or computer keyboard; must travel, including overnight travel as assigned; must provide own transportation for travel & required automobile insurance coverage pursuant to Section 4509.51 of Revised Code as needed.

-Or equivalent of Minimum Class Qualifications For Employment noted above.

TRAINING AND DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT:

Not applicable.

UNUSUAL WORKING CONDITIONS:

Not applicable.

<u>JOB TITLE</u>	<u>JOB CODE</u>	<u>B. U.</u>	<u>EFFECTIVE</u>	<u>PAY GRADE</u>
Unemployment Claims Examiner 2	16741	09	03/16/1997	26

JOB DUTIES IN ORDER OF IMPORTANCE: (These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)

Processes claims according to established unemployment compensation procedures (e.g., reviews new & additional claims for benefit payments & authorizes payment or refers claims to non-monetary examiner to resolve issues such as reason for separation, eligibility or refusal to work or when problem arises which may cause duration suspension; reviews monetary claims to authorize payments & processes legal notices to all interested parties; computes & authorizes payments on claims filed weekly under either Ohio, combined wage, military, federal, interstate or TRA unemployment compensation programs; processes transferred claims & requests claims from other offices).

Performs variety of support duties (e.g., answers telephone inquiries; operates computer to enter new, additional, reopened, continued & inter-state claim data; explains determination to claimants & instructs them on appeal rights & procedures; answers questions for claimants & employers on procedures of unemployment compensation & status of claim; maintains records such as mass layoffs, addresses & common employer account numbers; prepares forms & reports regarding claims processed & completes activity report); attends training (i.e., travels to training sites which includes overnight travel as assigned); travels to other office locations & alternate work sites.

MAJOR WORKER CHARACTERISTICS:

Knowledge of interviewing*; eligibility criteria, departmental policies & procedures & applicable laws required to process unemployment compensation claims*; addition, subtraction, multiplication, division, fractions, decimals & percentages; office practices & procedures. Skill in operation of VDT/CRT or computer keyboard. Ability to deal with problems involving several variables within familiar context; apply principles to solve practical everyday problems; gather, collate & classify information about data, people or things.

(*)Developed after employment.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:

Formal education in arithmetic that includes addition, subtraction, multiplication, division, fractions, decimals & percentages & in reading, writing or speaking common English vocabulary; 3 mos. trg. or 3 mos. exp. in office practices & procedures; 6 mos. trg. or 6 mos. exp. in operation of VDT/CRT or computer keyboard; must travel, including overnight travel as assigned; must provide own transportation for travel & required automobile insurance coverage pursuant to Section 4509.51 of Revised Code as needed.

-Or equivalent of Minimum Class Qualifications For Employment noted above.

TRAINING AND DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT:

Not applicable.

UNUSUAL WORKING CONDITIONS:

Not applicable.

<u>JOB TITLE</u>	<u>JOB CODE</u>	<u>B. U.</u>	<u>EFFECTIVE</u>	<u>PAY GRADE</u>
Unemployment Claims Examiner 3	16742	09	03/16/1997	27

JOB DUTIES IN ORDER OF IMPORTANCE: (These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)

Interviews claimants, processes all types of monetary & non-monetary claims or claims involving federal, civilian or military employment which includes joint federal/Ohio/combined wage claims & makes appropriate decision in accordance with established laws & policies (e.g., schedules & conducts fact-finding interviews with claimants & employers on reason for separation from employment, analyzes facts & issues written decisions as to claimants eligibility for benefits; processes overpayment decisions, determines reason & amount of overpayment, types decision & distributes notification to each interested party; processes appeals & claims for reconsideration, notifies interested parties by mail & submits file folders to Columbus office).

Performs variety of support duties (e.g., handles telephoned, written or in-person inquiries from public or departmental personnel concerning status of claim &/or procedures involved in processing claims; calculates, prepares, types & mails operational & statistical reports; enters all types of claim information into computer system; gathers data & computes statistical reports to be sent to labor market information and statistics on weekly, monthly & quarterly basis); attends training (i.e., travels to training sites which includes overnight travel as assigned); travels to other office locations & alternate work sites.

MAJOR WORKER CHARACTERISTICS:

Knowledge of interviewing (i.e., via telephone &/or in person)*; eligibility criteria, departmental policies & procedures & applicable laws required to process unemployment compensation claims; addition, subtraction, multiplication, division, fractions, decimals & percentages. Skill in operation of VDT/CRT or computer keyboard. Ability to apply principles to solve practical, everyday problems; write meaningful, concise & accurate reports; gather, collate & classify information about data, people or things.

(*)Developed after employment.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:

Formal education in arithmetic that includes addition, subtraction, multiplication, division, fractions & percentages & in reading, writing or speaking common English vocabulary; 6 mos. trg. or 6 mos. exp. in eligibility criteria, departmental policies & procedures & applicable laws required to process unemployment compensation claims; 6 mos. trg. or 6 mos. exp. in operation of VDT/CRT or computer keyboard; must travel, including overnight travel as assigned; must provide own transportation for travel & required automobile insurance coverage pursuant to Section 4509.51 of Revised Code as needed.

-Or equivalent of Minimum Class Qualifications For Employment noted above.

TRAINING AND DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT:

Not applicable.

UNUSUAL WORKING CONDITIONS:

Not applicable.

<u>JOB TITLE</u>	<u>JOB CODE</u>	<u>B. U.</u>	<u>EFFECTIVE</u>	<u>PAY GRADE</u>
Unemployment Claims Fraud Examiner	16743	09	03/16/1997	28

JOB DUTIES IN ORDER OF IMPORTANCE: (These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)

Receives reports of alleged fraud & initiates fraud investigation by determining initial method of investigation process (e.g., assigns to field investigator; corresponds directly with parties where field assignment is not needed), or receives completed investigation (e.g., reviews all facts; requests additional facts; reassigns case to field investigators with specific request for information) to make determination if fraudulent misrepresentation has occurred, prepares & issues fraud overpayment, prepares cases for prosecution if appropriate & obtains unemployment warrants.

Instructs local office personnel of findings other than fraud.

Maintains pending files of claims being investigated; files folders, investigator reports & worksheets on daily basis; generates overpayment decisions; completes examiner worksheet; completes flow sheet listing information of overpayments; enters code into automated system; vacates, modifies or remails overpayment decisions; attends meetings (i.e., travels to training sites which includes overnight travel as assigned); travels to other office locations & alternate work sites.

MAJOR WORKER CHARACTERISTICS:

Knowledge of eligibility criteria, departmental policies & procedures & applicable laws required to process unemployment compensation claims; interviewing; public relations*. Skill in operation of VDT/CRT or computer keyboard. Ability to define problems, collect data, establish facts & draw valid conclusions; complete meaningful, concise & accurate reports; gather, collate & classify information about data, people or things; handle sensitive telephone & face-to-face inquiries &/or contacts with general public.

(*)Developed after employment.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:

Formal education in arithmetic that includes addition, subtraction, multiplication, division, fractions & percentages & in reading, writing or speaking common English vocabulary; 9 mos. trg. or 9 mos. exp. in eligibility criteria, departmental policies & procedures & applicable laws required to process unemployment compensation claims; 3 mos. trg. or 3 mos. exp. in interviewing; 6 mos. trg. or 6 mos. exp. in operation of VDT/CRT or computer keyboard; must travel, including overnight travel as assigned; must provide own transportation for travel & required automobile insurance coverage pursuant to Section 4509.51 of Revised Code as needed.

-Or equivalent of Minimum Class Qualifications For Employment noted above.

TRAINING AND DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT:

Not applicable.

UNUSUAL WORKING CONDITIONS:

Not applicable.

<u>JOB TITLE</u>	<u>JOB CODE</u>	<u>B. U.</u>	<u>EFFECTIVE</u>	<u>PAY GRADE</u>
Unemployment Claims Examiner 4	16744	09	04/26/1998	29

JOB DUTIES IN ORDER OF IMPORTANCE: (These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)

In field offices or interstate department, examines & processes all types & combinations of unemployment compensation claims & appeals (e.g., seasonal, combined wage, federal, school & non-school) according to established unemployment compensation laws, policies & regulations, serves as lead worker by providing work direction, technical assistance & training to personnel in assigned claims unit on daily basis to insure that incoming unemployment applications are processed promptly & correctly & acts in absence of unit supervisor, or in central office departments other than interstate, processes claims by reviewing claims processed by central office & field office staff in order to make determinations (e.g., reconsideration decisions, corrected determinations), or in telephone registration center or field adjudication center, processes complex non-monetary claims to issue prompt & quality non-monetary determinations to interested parties, determines benefits eligibility & dependency class & resolves discrepancy issues, reviews & researches claims & makes determinations in accordance with established unemployment compensation (i.e., UC) laws, policies & regulations, conducts fact finding interviews with applicant/customer, employers &/or agent/representative, collects relevant data/information relating to areas of concern, uses computerized benefits/wage system to process information & makes proper determinations.

Resolves questions & problems relating to claims processing & makes telephone contact or completes correspondence to obtain information necessary to claims processing; answers telephone inquiries from claimants, employers, human services agencies or other field offices in regard to status of claims; responds to letters of inquiry from claimants, employers & other interested parties who want notification of hearing or status of claim in reconsideration or board of review; conducts eligibility review on interstate claims; initiates fraud investigations.

Prepares operational reports regarding work activities; prepares requests for reconsideration & appeals to referee & board of review; maintains files; attends training (i.e., travels to training sites which includes overnight travel as assigned); travels to other office locations or alternate work sites.

MAJOR WORKER CHARACTERISTICS:

Knowledge of eligibility criteria, departmental policies & procedures & applicable laws required to process unemployment compensation claims; interviewing; employee training & development*; supervisory principles/techniques*; public relations*. Skill in operation of VDT/CRT or computer keyboard. Ability to define problems, collect data, establish facts & draw valid conclusions; complete meaningful, concise & accurate reports; gather, collate & classify information about data, people or things; handle sensitive telephone & face-to-face inquiries &/or contacts with general public.

(*)Developed after employment.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:

12 mos. trg. or 12 mos. exp. in eligibility criteria, departmental policies & procedures & applicable laws required to process unemployment compensation claims; 3 mos. trg. or 3 mos. exp. in interviewing; 6 mos. trg. or 6 mos. exp. in operation of VDT/CRT or computer keyboard; must travel; including overnight travel as assigned; required to provide own transportation for travel; required to maintain automobile insurance pursuant to Section 4509.51 of Revised Code.

-Or equivalent of Minimum Class Qualifications For Employment noted above.

TRAINING AND DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT:

Not applicable.

UNUSUAL WORKING CONDITIONS:

Not applicable.

<u>JOB TITLE</u>	<u>JOB CODE</u>	<u>B. U.</u>	<u>EFFECTIVE</u>	<u>PAY GRADE</u>
Unemployment Claims Specialist 1	16745	09	03/16/1997	30

JOB DUTIES IN ORDER OF IMPORTANCE: (These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)

Provides technical assistance to both central office & field office personnel &/or other security agencies in mechanics & all phases of unemployment compensation programs (e.g., assists in developing methods to accommodate new programs & assists in development of policy & procedures to implement entitlement & payment of benefits according to federal & state law & regulations relating to unemployment compensation, assists in design of operating forms & develops instructions for use by field offices), or in benefits payment control (i.e., BPC), special operations unit, acts as lead worker (i.e., assigns daily work, assistance & training) over unemployment fraud examiners or independently serves as lead prosecution examiner (e.g., reviews fraud overpayment files received from fraud examiners to determine suitability for prosecution, obtains benefit warrant, assigns cases to appropriate field office for prosecution & processes completed prosecution assignments), plans, schedules & reviews computer listings of various audit activities to detect fraudulent benefits files & directs investigation into alleged fraud, obtains documentation from applicable state agencies, other states, unemployment claims, field investigators or computer records, notifies local office of findings other than fraud where overpayments or eligibility issues are involved, attends training (i.e., travels to training sites which includes overnight travel as assigned) & travels to office locations &/or alternate work sites.

Adjudicates claims for reconsideration/redeterminations & initiates investigation of reported forgery assignments; assigns files to field office for needed information, examines all necessary information, issues decisions, or enters codes into automated system.

Reviews completed overpayment decisions; reviews all facts, returns incorrect or incomplete decisions to examiners, enters statistical data decisions onto automated system & generates employer notice responses.

Reviews & evaluates local office claims operations; recommends measures to improve operations & correct inadequacies; advises on special problems; interviews claimants & employers concerning problem cases; reviews unresolved complex claims from local offices & makes determinations.

Attends training (i.e., travels to training sites which includes overnight travel as assigned); travels to office locations &/or alternate work sites; appraises training needs & assists local offices in development of on-job training programs; conducts formal training for local office claims personnel; conducts public relations activities (e.g., seminars, workshops for labor & management groups, delivers speeches & makes public appearances).

MAJOR WORKER CHARACTERISTICS:

Knowledge of eligibility criteria, departmental policies & procedures & applicable laws required to process unemployment compensation claims; employee training & development; interviewing; public relations; office management. Skill in operation VDT/CRT or computer keyboard. Ability to define problems, collect data, establish facts & draw valid conclusions; proofread complex materials, recognize errors & make corrections; prepare & deliver speeches & seminars for specialized audiences.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:

24 mos. exp. as Unemployment Claims Examiner 4, 16744, to include 6 mos. trg. or 6 mos. exp. in operation of VDT/CRT or computer keyboard; 6 mos. trg. or 6 mos. exp. in interviewing &/or facilitating meetings; must travel, including overnight travel as assigned; must provide own transportation for travel & required automobile insurance coverage pursuant to Section 4509.51 of Revised Code as needed.

-Or 24 mos. trg. or 24 mos. exp. in unemployment compensation eligibility criteria, agency policies & procedures & applicable laws as required to process unemployment claims, issuing non-monetary determinations or fraud orders, or reconsideration decisions, to include 6 mos. trg. or 6 mos. exp. in operation of VDT/CRT or computer keyboard; 6 mos. trg. or 6 mos. exp. in interviewing &/or facilitating meetings; must travel including overnight travel as assigned; must provide own transportation for travel & required automobile insurance coverage pursuant to Section 4509.51 of Revised Code as needed.

-Or equivalent of Minimum Class Qualifications For Employment noted above.

TRAINING AND DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT:

Not applicable.

UNUSUAL WORKING CONDITIONS:

Not applicable.

<u>JOB TITLE</u>	<u>JOB CODE</u>	<u>B. U.</u>	<u>EFFECTIVE</u>	<u>PAY GRADE</u>
Unemployment Claims Specialist 2	16746	09	03/16/1997	31

JOB DUTIES IN ORDER OF IMPORTANCE: (These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)

In technical services, provides technical assistance to field & central office staff in all phases of unemployment compensation (i.e., UC) programs, assists management in developing corrective action for policy & procedures implementation based on information from performance monitoring team & quality control department, travels to field offices as requested by operations division, provides clarification (e.g., over telephone, in writing, or in-person) on uc policy procedure & unemployment insurance (i.e., UI) programs with frequent travel to office locations &/or alternate work sites, or in benefits payment control (i.e., BPC), independently conducts investigations of alleged fraud &/or forgery in state unemployment compensation claims, various federal unemployment compensation claims or federal training programs, interviews involved parties (e.g., claimants, employers, witnesses), reviews & obtains documentation & evidence from various sources to substantiate or refute allegations, serves subpoenas to obtain compliance, obtains collection agreements & collects overpayments (i.e., fraud, non-fraud) with frequent travel to office locations &/or alternate work sites, or in quality control, conducts audit of non-monetary (i.e., quality performance index) determinations by random sampling of statewide action & scores statewide process with department of labor standards &/or independently audits unemployment insurance payments & procedures to assess accuracy by which state of Ohio administers UI program with frequent travel to office locations &/or alternate work sites.

Serves as field liaison in criminal prosecution of unemployment compensation fraud cases & appeal hearings; investigates cases & obtains information as requested from central office staff (e.g., fraud examiners; claims specialist); cooperates with law enforcement & judicial authorities in pursuing criminal charges.

Testifies in court; represents department in appeal hearings conducted by unemployment compensation board of review concerning non-fraud & fraud overpayments.

Prepares investigation reports of findings; maintains field notes of investigation log of daily & monthly activities (e.g., daily travel reports; expense reports); provides information on specific cases to supervisor.

Assists supervisor in training new personnel; provides on job guidance & advice (e.g., interviewing; evidence gathering; auditing), provides advice to local office personnel concerning fraud detection procedures when requested; informs employers & public of fraud deterrents & prevention activities.

Assists in development & implementation of policies & procedures for UC program; participates in developing & updating UC documents (e.g., policy guides; claims handbooks; operating guides; forms; training materials); participates in on-site evaluation of field office claims operations (i.e., includes overnight travel as assigned) & makes recommendations for improvement; assists in training field & central office staff new, revised or current UC policies, procedures, &/or programs; assists in designing operation forms & instructions for use in administering state & federal UC programs.

Performs miscellaneous clerical duties on personal computer or existing technology to produce or generate inter-office &/or general correspondence, graphs, charges, forms & reports to facilitate operational efficiency; makes data entries to tracking & benefits systems using personal computer or existing technology.

Travels (i.e., at direction of division chief) & provides own transportation.

MAJOR WORKER CHARACTERISTICS:

Knowledge of eligibility criteria, departmental policies & procedures & applicable laws required to process unemployment compensation claims; employee training & development; interviewing; public relations; office management. Skill in operation of VDT/CRT or computer keyboard. Ability to define problems, collect data, establish facts & draw valid conclusions; proofread complex materials, recognize errors & make corrections; prepare & deliver speeches & seminars for specialized audiences.

(*)Developed after employment.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:

24 mos. exp. as Unemployment Claims Specialist 1, 16745, to include 6 mos. trg. or 6 mos. exp. in operation of VDT/CRT or computer keyboard; must travel, including overnight travel as assigned; must provide own transportation for travel & required automobile insurance coverage pursuant to Section 4509.51 of Revised Code as needed.

-Or 36 mos. trg. or 36 mos. exp. in unemployment compensation eligibility criteria, agency policies & procedures & applicable laws as required to process unemployment claims issuing non-monetary determinations or fraud orders, or reconsideration decisions/redeterminations, to include 6 mos. trg. or 6 mos. exp. in operation of VDT/CRT or computer keyboard; 6 mos. trg. or 6 mos. exp. in interviewing &/or facilitating meetings; must travel, including overnight travel as assigned; must provide own transportation for travel & required automobile insurance coverage pursuant to Section 4509.51 of Revised Code as needed.

-Or equivalent of Minimum Class Qualifications For Employment noted above.

TRAINING AND DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT:

Not applicable.

UNUSUAL WORKING CONDITIONS:

Not applicable.

<u>JOB TITLE</u>	<u>JOB CODE</u>	<u>B. U.</u>	<u>EFFECTIVE</u>	<u>PAY GRADE</u>
Unemployment Compensation Manager 2	16749	EX	02/28/2010	12

JOB DUTIES IN ORDER OF IMPORTANCE: (These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)

Plans, directs & manages all claims activities within assigned section (e.g., non-monetary; initial claims; North American Free Trade Agreement/trade adjustment assistance) in one entire central office department (e.g., reviews & evaluates work of staff by reviewing daily activity, production & attendance reports, initiates/ recommends action to correct work problems, conducts & reviews training of assigned personnel, maintains & reviews statistical records of operation to ensure effective program, directs &/or monitors application of policies, procedures, laws & regulations, continually reviews & evaluates statewide claims operations & production to ensure compliance & quality performance, makes recommendations on & participates in development of policies, procedures &/or programs, analyzes technical information on complex claim problems & recommends solutions &/or outcome; sets up cases for investigation; assigns & reviews cases such as fraud, forgery, prosecution & collections; monitors work of staff to ensure completeness, legal compliance & proper evidence; conducts initial & on-going training of staff; gathers & reviews data to ensure operations are effective), assists supervisor in planning & directing programs to detect & prevent unemployment compensation fraud, & prepares reports concerning activity & accomplishments, & directs & monitors performance & production of staff which may include one or more subordinate supervisor(s) (e.g., Unemployment Compensation Manager 1, 16748; Clerical Supervisor, 12115);

OR

Plans, directs & manages all claims activities in large local office & supervises assigned subordinate staff & coordinates claims operation with related &/or over-lapping departments (e.g., assigns duties & responsibilities to subordinate supervisors or assigned subordinate staff & ensures scope, objectives, functions & programs are understood & implemented; interprets & directs application of policies, procedures, laws & regulations & continually reviews & evaluates claims operation & production to ensure compliance & quality performance; makes recommendations on & participates in development of policies, procedures &/or programs; provides in-service training for new personnel & for introduction of new programs & procedures; plans staff use to remain within budgetary constraints as established by central office & management departments & prepares budget estimates; analyzes technical information on complex claim problems & authorizes & computes compensation & benefits; evaluates staff performance);

OR

Plans, directs & manages entire unemployment claims (e.g., non-monetary, monetary, continued) operation of claims adjudication center, supervises assigned staff, makes recommendations & participates in development & implementation of policies & procedures governing services provided in claims adjudication center, develops standard operating procedures, reviews extensive fact-finding documentation & verifies accuracy of findings &/or determines claimants eligibility, conducts monthly quality review of non-monetary adjudications & plans & implements corrective action, ensures compliance with agency, state &/or federal laws, rules, regulations governing unemployment claims processing, monitors preparation of weekly & monthly statistical reports, reviews difficult & complex claims & resolves problems, directs administrative, operational & maintenance functions (e.g., to include equipment & contents, interior & exterior maintenance; addresses all health & safety issues; operates center within budgetary constraints; makes necessary purchases), plans budgets & monitors service contracts.

Participates in &/or conducts sensitive &/or complex investigations & cooperates/acts as liaison with federal & other state agencies &/or law enforcement agencies concerning cases under investigation or to respond to inquiries (i.e., in benefits payment control/investigation department field office or special operations unit); performs public relations functions (e.g., markets services of department of job & family services); issues overpayments; adjudicates reconsiderations of protested fraud determinations; assigns claims for/pursues criminal prosecution as directed; testifies in court or represents department in appeal hearings.

Oversees employee evaluation studies, production comparisons & functional time studies; monitors preparation of weekly & monthly statistical reports; compiles data & prepares written reports &/or correspondence; operates personal computer to enter &/or retrieve data &/or generate reports; maintains computer network (e.g., local area network) & corrects minor computer & printer problems; designs agency operating forms; represents agency in claims matters before civic, labor &/or business groups; conducts &/or attends staff meetings & training conferences; responds to correspondence & provides information; travels to on-site locations (e.g., central office; local offices) to conduct field visits (e.g., attends &/or conducts meetings; attends &/or conducts training; provides technical assistance in all phases of assigned claims).

MAJOR WORKER CHARACTERISTICS:

Knowledge of agency, state &/or federal laws, rules, regulations, codes, policies &/or procedures governing eligibility criteria & processing of unemployment compensation claims, fraud detection &/or investigation of fraud, forgery, prosecution & collections; supervisory principles/techniques; employee training & development; interviewing; public relations; office management; budgeting*; business correspondence/report writing. Skill in operation of personal computer. Ability to interpret extensive variety of technical material related to unemployment compensation; prepare instructions & specifications concerning application of unemployment laws; handle sensitive telephone & face-to-face inquiries &/or contacts with public. Demonstrated competence in the following: acting with integrity, adapting for impact, building productive relationships, continuously improving quality, developing self, focusing on customers, valuing cultural diversity, developing staff & others, fostering team development, directing & measuring work, informing, making effective decisions, managing priorities, managing change, navigating organizational politics, cultivating vision & purpose, & thinking strategically.

(*)Developed after employment.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:

42 mos. trg. or 42 mos. exp. in applying monetary & non-monetary unemployment compensation guidelines & policies either through claims processing or claims fraud detection or investigation of fraud & forgery, prosecution & collections, with experience to be commensurate with position vacancy; 12 mos. trg. or 12 mos. exp. in supervisory principles/techniques; 6 mos. trg. or 6 mos. exp. in compiling data & preparing written reports; 6 mos. trg. or 6 mos. exp. in operation of personal computer; must be able to provide own transportation.

-Or equivalent of Minimum Class Qualifications For Employment noted above.

TRAINING AND DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT:

Not applicable.

UNUSUAL WORKING CONDITIONS:

May require overnight travel; may work irregular schedule, overtime, weekends &/or holidays; may be required to provide proof of automobile insurance.