

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

Unemployment Claims Examiner

SERIES NO.:

1674

MAJOR AGENCIES:

Department Of Job And Family Services

EFFECTIVE DATE:

04/22/12

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.

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 TITLEUnemployment Compensation
Manager 2**JOB CODE**

16749

PAY GRADE

12

EFFECTIVE

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 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.