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| <b>STATE OF OHIO (DAS)<br/>CLASSIFICATION<br/>SPECIFICATION</b> | <b><u>CLASSIFICATION SERIES</u></b><br>Unemployment Compensation Examiner/Specialist | <b><u>SERIES NO.</u></b><br>1675      |
|   | <b><u>MAJOR AGENCIES</u></b><br>Job & Family Services Only                           | <b><u>EFFECTIVE</u></b><br>07/18/2010 |

**SERIES PURPOSE**

The purpose of the unemployment compensation examiner/specialist occupation is to examine process & maintain unemployment compensation (UC) accounts/cases/applications for the Department of Job & Family Services & to ensure that all accounts/cases/applications are processed with efficiency in compliance with agency departmental policies & procedures & applicable laws.

The four levels are distinguished by degree of independence exercised & complexity.

**GLOSSARY:** The following are definitions of terms that will be cited herein for this classification series:

**Routine:** A prescribed or detailed method of procedure set of customary & often mechanically performed activities, substance of work & work process is customary, habitual &/or regular in nature.

**Complex:** Complicated, intricately involved concepts &/or competitively sensitive subject matters or procedures.

**Most Complex:** Hardest to grasp, accomplish, analyze or to express in a subject matter or related subject matters that have intricate interconnected parts.

**Expert:** Comprehensive, great in extent, range, or amount: incorporates relevant historical context, understands wide range of effects & interrelationships of sub parts. Is able to analogize & extend concepts beyond boundaries of subject matter to other applications.

Degree of Independence:

**Unemployment Compensation Examiner 1:** Examines & maintain a wide range of basic unemployment compensation accounts/cases/applications & responds to multiple customer inquiries from a variety of sources.

**Unemployment Compensation Examiner 2:** Prepares, processes & maintains routine unemployment compensation accounts/cases/applications & resolves complex unemployment compensation accounts/cases/applications to determine eligibility &/or liability & provides technical policy &/or operating system assistance to central &/or field office personnel, responds to routine & complex inquiries from general public & legislature.

**Unemployment Compensation Examiner/Specialist 1:** Examines & resolve most complex unemployment compensation accounts/cases/applications, provides technical policy &/or operating system assistance to central &/or field office personnel, assists in training of lower level examiners & serve as lead worker; coordinates processing most complex unemployment compensation accounts/cases/applications from initiation until final resolution; gathers data & develops reports on performance quality & corrective action recommendations.

**Unemployment Compensation Examiner/Specialist 2:** Researches & analyzes operations, systems & procedures & coordinates interactions of operations, systems, processes & methods; provides technical policy &/or operating system assistance to central &/or field office personnel, customers and agency executive staff in examination & resolution of unemployment compensation accounts/cases/applications, trains unemployment compensation staff; determines user system needs to develop business requirements documents. Communicates with employers, disgruntled claimants, or their representatives, &/or high ranking public officials. Independently and on behalf of agency conducts investigations of alleged fraud &/or forgery in state unemployment compensation claims, various federal unemployment compensation claims or federal training programs.

Degree of Complexity:

**Unemployment Compensation Examiner 1:** Wide range of accounts/cases/applications that are basic or transactional in nature & follow a variety of approved unemployment compensation policies &/or procedures. Applies working knowledge & exercises limited judgment for processing & completing work in accurate & timely manner. Accounts/cases/applications have clear & specified determinations & require investigation of a variety of basic variables. The following are examples

of tasks that are preformed in relationship to basic accounts/cases/applications: Reconciles records from other state & federal agencies with entries posted to database; enters initial applications using computer system; establishes, monitors weekly claim issues; prepares & issues contributions monetary & non-monetary decisions; answers employer correspondence that is received; posts authorized representatives to employer accounts; reviews incorrect computer entries to determine proper action for entries to post.

Unemployment Compensation Examiner 2: Accounts/cases/applications that require elevation & application of standard polices & procedures in order to use judgment to interpret & apply unemployment laws (e.g., monetary &/or non-monetary unemployment cases, tax liability). Accounts/cases/applications require research & investigation of several variables. The following are examples of tasks that are preformed in relationship to complex accounts/cases/applications: calculates employer contribution rates, validates & generates employer refund requests, researches employer accounts, analyzes, researches & answers inquires from other units, adjudicates revocation of waiver issues, maintains statistical information, determines validity & timeliness of appeals, contacts claimants & employers to complete necessary fact finding for processing of timely & accurate initial determination.

Unemployment Compensation Examiner/Specialist 1: Accounts/cases/applications that require planning & conducting technical case/account work from beginning to end that requires judgment in independent evaluation, adaption & modification of standard policies, procedures & criteria, reviews & corrects lower level examiner's decisions & determinations, issues administrative appeals decisions, reviews higher level decisions & enters on operating system, processes difficult federal unemployment claims (e.g., UCX, UCFE, CWC or TAA). Employees devise new approaches to problems encountered. The following are examples of tasks that are preformed in relationship to most complex accounts/cases/applications: analyzes existing laws & recommends changes to management, reviews, analyzes & processes all work documents generated by sections, audits payroll records using accounting practices, initiates small case court action, investigates & adjudicates first level appeals, validates accuracy of computer system program changes, corresponds with certified employer, prepares & distributes notifications to field staff.

Unemployment Compensation Examiner/Specialist 2: Accounts/cases/applications that are received within office of unemployment compensation, trains, teaches & coaches all lower level employees in analysis & processing of basic, complex & most complex cases & ensures thoroughness & accuracy, serves as technical expert to research & analyze operations, fraud, systems & procedures in order to translate business rules into functional requirements for software. The following are examples of tasks that are performed in relationship to expert level of this series: determine user system needs to develop business requirements, acts as subject matter expert & provides technical assistance, system orientation, remedial training & ongoing coaching to staff, program managers & information technology personnel; develops & communicates work flow procedures for system functionality & trains new users, conducts research to process cases &/or employer accounts, independently & on behalf of agency conducts investigations of alleged fraud &/or forgery in state unemployment compensation claims, various federal unemployment compensation claims or federal training programs, communicates with employers, disgruntled claimants or their representatives &/or high ranking public officials.

**NOTE:** The class levels progress in relation to complexity of accounts/cases/applications being processed & not in relation to location or size of section/unit. This classification series is reserved for Ohio Department of Job & Family Services only.

| <u>JOB TITLE</u>                     | <u>JOB CODE</u> | <u>PAY GRADE</u> | <u>EFFECTIVE</u> |
|--------------------------------------|-----------------|------------------|------------------|
| Unemployment Compensation Examiner 1 | 16751           | 27               | 07/18/2010       |

**CLASS CONCEPT**

The entry level class works under immediate supervision & develops working knowledge of agency, state & federal laws rules, regulations, codes, policies & procedures governing unemployment compensation in order to examine & maintain a wide range of basic UC accounts/cases/applications & respond to multiple customer inquiries from a variety of sources.

| <u>JOB TITLE</u>                     | <u>JOB CODE</u> | <u>PAY GRADE</u> | <u>EFFECTIVE</u> |
|--------------------------------------|-----------------|------------------|------------------|
| Unemployment Compensation Examiner 2 | 16752           | 29               | 07/18/2010       |

**CLASS CONCEPT**

The intermediate level class works under general direction & requires considerable knowledge of agency state & federal

laws, rules, regulations, codes, policies & procedures governing unemployment compensation in order to prepare, process & maintain routine UC accounts/cases/applications & resolve complex UC accounts/cases/applications to determine eligibility &/or liability; provides technical policy &/or operating system assistance to central &/or field offices, Responds to routine & complex inquiries from general public & legislature.

| <u>JOB TITLE</u>                                | <u>JOB CODE</u> | <u>PAY GRADE</u> | <u>EFFECTIVE</u> |
|---|-----------------|------------------|------------------|
| Unemployment Compensation Examiner/Specialist 1 | 16753           | 30               | 07/18/2010       |

**CLASS CONCEPT**

The advanced level class works under general direction & requires strong technical knowledge of agency, federal & state laws, rules, regulations, codes, policies & procedures governing unemployment compensation in order to examine & resolve most complex UC accounts/cases/applications, provide technical policy & operating system assistance to central &/or field office personnel, assist with training of & serve as lead worker over lower-level examiners, handle difficult & most complex inquiries from general public & legislative inquiries, gathers data & writes reports on performance quality & corrective action recommendations.

| <u>JOB TITLE</u>                                | <u>JOB CODE</u> | <u>PAY GRADE</u> | <u>EFFECTIVE</u> |
|---|-----------------|------------------|------------------|
| Unemployment Compensation Examiner/Specialist 2 | 16754           | 32               | 07/18/2010       |

**CLASS CONCEPT**

The expert level class works under general direction & requires extensive technical knowledge of agency, federal & state laws, rules, regulations, codes, policies & procedures governing unemployment compensation & technical writing in order to research & analyze operations, systems & procedures & coordinate interactions of operations, systems, processes & methods & provide explanation on specialized UC functions & policy; provide technical policy &/or operating system assistance to central &/or field office personnel, customers & agency executive staff in examination & resolution of UC accounts/cases/applications & trains unemployment compensation staff &/or determine user system needs to develop business requirements documents.

| <u>JOB TITLE</u>                        | <u>JOB CODE</u> | <u>B. U.</u> | <u>EFFECTIVE</u> | <u>PAY GRADE</u> |
|---|-----------------|--------------|------------------|------------------|
| Unemployment Compensation<br>Examiner 1 | 16751           | 09           | 07/18/2010       | 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.)**

Examines & maintains a wide range of basic unemployment compensation (UC) accounts/cases/applications & responds to multiple customer inquiries from a variety of sources, accepts initial UC benefit cases, tax contribution accounts, monetary unemployment cases & temporary tax liability accounts according to a variety of established UC laws, rules & policies & procedures, review UC information submitted for completeness & accuracy, based on submitted facts, determine & authorize initial benefit payments, establish temporary employer liability accounts, determines & records proper allocation of payments & report information, prepares & issues monetary & non-monetary decisions, reviews incorrect computer entries to determine proper action for entries to post & initiates corrective action for discrepancies, examines & verifies status forms, reports & correspondence submitted by employers, employer representatives, field auditors &/or claimants, operates computer to perform employer &/or claimant file account maintenance to correct/add information (e.g., authorizations, addresses, federal identification numbers, account numbers), batches/forwards forms, reports & correspondence to proper area for further processing or corrective action.

Performs variety of support duties, communicates with employers, employer representatives, field auditors &/or public officials through correspondence & assist with problems & explain applicable provisions under Ohio unemployment compensation law, (e.g., handles telephone, written or in-person inquiries from public or departmental personnel, prepares, types & mails operational & statistical reports, processes legal notices, gathers data & computes statistical reports to be sent to labor market information & statistics on weekly, monthly & quarterly basis, maintains daily production logs); 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; public relations; human relations; \*law (federal/state unemployment compensation laws, rules, policies & procedures); bookkeeping, business mathematics; comprehend & record figures accurately; apply mathematical principles to business situations; ability to review & understand financial data; summarize findings orally & in written report; gather, collate & classify financial information about data, people or things; calculate fractions, decimals & percentages in order to make sound business decisions. Skill in word processing office systems software (e.g., MS Word, Excel, Access; OJl; ESTAS; ERIC); operating photocopier, calculator, computer. Ability to cooperate with co-workers on group projects; handle sensitive information from & contacts with officials & general public; resolve basic complaints from angry citizens & government offices; interpret variety of instructions in written, oral, picture or schedule form; define problems, collect financial data, establish facts & draw valid conclusions from mathematical calculations; \*deal with many variables & determine specific action (e.g., research, production); copy material accurately & recognize grammatical & spelling errors; complete routine forms; maintain accurate records; originate routine business letters reflecting standard procedures; understand manuals & verbal instructions, technical in nature; prepare meaningful, concise & accurate reports.

**(\*)Developed after employment.**

**MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:**

6 mos. trg. or 6 mos. exp. in calculating mathematical equations & applying information to make business decisions; 6 mos. trg. or 6 mos. exp. in operation of personal computer in a MS WINDOWS environment (e.g., spreadsheets, databases); 3 mos. trg. or 3 mos. exp. in customer contact (e.g., telephone &/or face-to-face) for purposes of problem solving; must provide own transportation for travel & required automobile insurance coverage pursuant to section 4509.51 of Ohio Revised Code.

-Or equivalent of minimum class qualifications for employment noted above.

**TRAINING & 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<br>Examiner 2 | 16752           | 09           | 07/18/2010       | 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.)**

Examines, processes, prepares & maintains routine unemployment compensation accounts/cases/applications & researches & resolves all types of complex unemployment compensation accounts/cases/applications (e.g., tax rates & liability, benefits charges, claimant eligibility, monetary entitlements) to determine eligibility &/or liability; provides technical policy & operating system assistance to central &/or field office personnel, responds to routine & complex inquiries from general public & legislature, processes initial determinations, corrections & redetermination decisions, ensures proper allocation of benefit payments &/or employer payments, conducts research (e.g., obtain documentation from applicable state agencies, other states, field investigators, electronic records) to process cases &/or employer accounts, examines benefits &/or employer account information for accuracy & completeness, enters, deletes &/or revises codes & data into automated systems, conducts fact finding interviews with applicants, customers, employers &/or agent/representative; collects relevant data/information relating to areas of concern; assists management in developing corrective action for policy & procedures implementation, provides technical assistance, advice & guidance to lower-level unemployment examiners & internal customers on processes, policies & procedures, serves on committees on behalf of team as assigned, uses computerized benefits/wage system to process information & make proper determinations; reviews overpayment files to determine required actions including prosecution &/or certification to attorney general, initiates investigation of reported fraud including forgery, initiates field assignments for needed information, performs status transactions relative to liability dates, contribution rates & deactivations of non-liable employer accounts, reviews, assigns &/or revises rate (e.g., partial credit transfers & common rate groups) adjustments to employer master files & state contribution credits for employers; converts between contributory and reimbursing accounts, reviews accuracy of work performed through a variety of means (e.g., computer journals, online entries), communicates with employers, claimants or their representatives to negotiate payment of overpaid, underpaid &/or unpaid benefits or employer tax contributions including penalties & interest; handles bankruptcy cases; enters decision data into automated system & generates notice responses; reviews accounts for evidence of State Unemployment Tax Act (SUTA) dumping to assist in capturing potential fraud & reports findings to proper authorities (e.g., upper management, compliance section, &/or attorney general).

Conducts research (e.g., obtain documentation from applicable state agencies, other states, field investigators, electronic records) to process cases &/or employer accounts, may testify in legal proceedings including appeals &/or hearings, examines account information for accuracy & completeness, issues decisions of appeals within jurisdiction of office, enters, deletes &/or revises codes &/or data into automated systems, reviews decisions for accuracy; returns incorrect &/or incomplete decisions to examiners for correction &/or completion, identifies statistical data for entry into automated systems & generates notices & responses, communicates with employers, claimants or their representatives to conduct unemployment compensation business (e.g., handles bankruptcy cases; negotiates payment of overpaid, underpaid &/or unpaid benefits or employer tax contributions (e.g., including penalties & interest, resolve issues & appeals).

Assists with obtaining & transmitting wage data through a variety of sources (i.e., interstate connection, wage record); enters data elements to conduct cross-match of UC data with other state & federal agencies to verify income & eligibility, (e.g., determine fraud, processes child support orders, corrections & terminations) according to established unemployment compensation procedures.

Communicates with employers, claimants or their representatives &/or public officials through written correspondence, telephone conversations &/or in person to assist with problems & explain applicable provisions under Ohio unemployment compensation law; gathers information & prepares reports; assists in design of operating forms & develops instructions for use by field offices; maintains daily logs & production reports; assists with quarterly mass mail opening project (e.g., sorts, folds, stuff, copies, mails); attends training, travels to training sites which may include overnight travel as assigned, travels to office locations &/or alternate work sites.

**MAJOR WORKER CHARACTERISTICS**

Knowledge of interviewing; public relations; human relations; \*law (e.g., federal/state unemployment compensation laws, rules, policies & procedures); bookkeeping; \*accounting; \*employee training/development. Skill in basic addition & subtraction; comprehend & record figures accurately; add, subtract, multiply & divide whole numbers; calculate fractions, decimals & percentages; word processing office systems software (e.g., MS Word, Excel, Access; OJI; ERIC); operating photocopier, calculator, computer. Ability to cooperate with co-workers on group projects; handle sensitive inquiries from & contacts with officials & general public; resolve complaints from angry citizens & government offices; interpret variety of

instructions in written, oral, picture or schedule form; define problems, collect data, establish facts & draw valid conclusions; \*deal with many variables and determine specific action (e.g., research, production); copy material accurately & recognize grammatical & spelling errors; complete routine forms; maintain accurate records; originate routine business letters reflecting standard procedures; understand manuals & verbal instructions, technical in nature; prepare meaningful, concise & accurate reports; gather, collate & classify information about data, people or things.

**(\*)Developed after employment.**

**MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT**

12 mos. exp. as unemployment compensation examiner 1, 66122; must provide own transportation for travel & required automobile insurance coverage pursuant to section 4509.51 of Revised Code.

-Or 12 mos. exp. in interpreting, applying & making decisions for program eligibility &/or liability (e.g., unemployment compensation, workers compensation, income tax, debt collection); 6 mos. trg. or 6 mos. exp. in operation of personal computer in a MS Windows environment; 6 mos. trg. or 6 mos. exp. in customer contact (i.e., telephone &/or face-to-face) for purposes of problem solving; must provide own transportation for travel & required automobile insurance coverage pursuant to section 4509.51 of Ohio Revised Code.

-Or 4 courses in business administration; 6 mos. trg. or 6 mos. exp in operation of personal computer in a ms windows environment; 6 mos. trg. or 6 mos. exp. in customer contact (i.e., telephone &/or face-to-face) for purposes of problem solving; must provide own transportation for travel & required automobile insurance coverage pursuant to section 4509.51 of Ohio Revised Code.

-Or equivalent of minimum class qualifications for employment noted above.

**TRAINING & 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<br>Examiner/Specialist 1 | 16753           | 09           | 07/18/2010       | 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.)**

Examines & resolves most complex unemployment compensation accounts/cases/applications, provides technical policy &/or operating system assistance to central &/or field office personnel, assists in training of & serve as lead worker over lower-level examiners (e.g., assigns & reviews work over unemployment examiners in assigned unit on daily basis, ensures incoming unemployment compensation accounts/cases/applications are processed promptly & correctly, reviews computer journals to ensure accuracy of work performed, assists in training other unemployment examiners &/or local office staff, provides technical assistance to both central office & field office personnel &/or other security agencies & general public in mechanics & all phases of unemployment compensation programs, assists in development of training manuals & conducts on site reviews of cases, monitors & rates work performance for quality & promptness, assigns scores to cases based on quality & promptness, identifies deficiencies in workflow & office organizations, designates cause & responsibility for errors, gathers data, writes reports & recommends corrective actions to management); &/or serve as case coordinator processing most complex unemployment compensation accounts/cases/applications from initiation to final resolution; gathers data & writes reports on performance quality, writes corrective action recommendations, cross references multiple documents from multiple sources; contacts claimants, employers &/or their representatives, legislative representative offices, examines & processes most complex monetary &/or non-monetary unemployment eligibility, employer tax liability, tax rates, successor ships, benefit charges in compliance with Ohio unemployment compensation laws, policies & regulations; processes/reviews appeals, issues redetermination decisions, corrected determinations, discrepancy & eligibility issues; conducts fact finding interviews with applicant/customer, employers &/or agent/representative; collects relevant data/information relating to areas of concern; uses computerized & paper benefits/wage system to process information & makes proper determinations; performs status transactions relative to liability dates, contribution rates & deactivations of non-liable employer accounts; reviews, assigns &/or revises rates, partial credit transfers & common rate groups, adjustments to employer master files & state contribution credits for employers; converts between contributory & reimbursing accounts; examines account information for accuracy & completeness; issues first level appeal decisions; enters, deletes, &/or revises codes, &/or data into automated systems, reviews overpayment decisions for correction; returns incorrect &/or incomplete decisions to examiners for correction &/or completion; enters statistical decision data into automated system & generates notice responses.

Conducts research & obtain documentation from applicable state agencies, field investigators & electronic record, to process cases &/or employer accounts, assists management in developing corrective action for policy & procedures implementation, gathers information & prepares reports, assists in design of operating forms & develops instructions for use by field offices, maintains daily logs & production reports, review overpayment files to determine suitability for prosecution &/or certification to attorney general, initiates investigation of reported forgery, initiates field assignments for needed information, reviews accounts for evidence of State Unemployment Tax Act (i.e., SUTA) dumping to assist in capturing potential fraud & reports findings to proper authorities (e.g., upper management, compliance section &/or attorney general), may testify in legal proceedings.

Communicates with employers, claimants or representatives &/or public officials through correspondence, telephone &/or in person to assist with problems & explain applicable provisions under Ohio unemployment compensation law; assists with quarterly mass mail opening project (e.g., sorts, folds, stuff, copies, mails), assist with technical details necessary to develop training for various state staff, legislative workers & general public, travels to sites to make presentations & conduct training, represent office of unemployment compensation at meetings & conferences.

**MAJOR WORKER CHARACTERISTICS**

Knowledge of interviewing; public relations; human relations; \*law (federal/state unemployment compensation laws, rules, policies & procedures); bookkeeping; \*accounting; \*employee training/development. Skill in basic addition & subtraction; comprehend & record figures accurately; add, subtract, multiply & divide whole numbers; calculate fractions, decimals & percentages; word processing office systems software (e.g. MS Word, Excel, Access; OJI; ESTAS; ERIC); operating photocopier, calculator, computer. Ability to cooperate with co-workers on group projects; handle sensitive inquiries from & contacts with officials & general public; resolve complaints from angry citizens & government offices; interpret variety of instructions in written, oral, picture or schedule form; define problems, collect data, establish facts & draw valid conclusions; \*deal with many variables and determine specific action (e.g. research, production); copy material accurately & recognize grammatical & spelling errors; complete routine forms; maintain accurate records; originate routine business letters reflecting standard procedures; understand manuals & verbal instructions, technical in nature; prepare meaningful, concise & accurate reports; gather, collate & classify information about data, people or things.

**(\*)Developed after employment.**

**MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:**

-24 mos. exp. as unemployment compensation examiner 2, 66122; must provide own transportation for travel & required automobile insurance coverage pursuant to Section 4509.51 of Revised Code.

-Or 24 mos. exp. in interpreting & applying program eligibility &/or liability (e.g., unemployment compensation; workers compensation, human services or income tax law); 6 mos. trg. or 6 mos. exp. in developing correspondence; 6 mos. trg. or 6 mos. exp. in employee training & development; 6 mos. trg. or 6 mos. exp. in making presentations to groups; 12 mos. trg. or 12 mos. exp. in customer contact (i.e., telephone &/or face-to-face) for purposes of problem solving; 6 mos. trg. or 6 mos. exp. in operation of personal computer in a MS Windows environment; must provide own transportation for travel & required automobile insurance coverage pursuant to section 4509.51 of Revised Code.

-Or equivalent of minimum class qualifications for employment noted above.

**TRAINING & 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 Examiner/Specialist 2 | 16754           | 09           | 07/18/2010       | 32               |

**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.)**

Researches & analyzes operations, systems & procedures & coordinates interactions of operations, systems, processes & methods & provides explanation on specialized UC functions and policy; provides technical policy &/or operating system assistance to central &/or field office personnel, customers & agency executive staff in examination & resolution of unemployment compensation accounts/cases/applications, trains unemployment compensation staff in a timely & accurate manner; &/or determines user system needs to develop business requirements documents, serves as technical expert for lower level UC specialist & UC examiners in handling of all basic, complex & most complex accounts/cases/applications that are received within office of unemployment compensation from initiation to final resolution; examines & processes all types &/or combinations of unemployment compensation cases &/or appeals & ensures thoroughness & accuracy (e.g., monetary &/or non-monetary unemployment eligibility, employer tax liability, tax rates, successor ships, benefits charges, benefit charges, integrity efforts) in compliance with Ohio unemployment compensation laws policies & regulations, researches & analyzes operations, systems & procedures & coordinates interactions of operations, systems, processes & methods, provides technical policy &/or operating system (e.g., OJI, ERIC, or integrity efforts) assistance to central &/or field office personnel, customers & agency executive staff in examination & resolution of UC accounts/cases/applications; determines user system needs to develop business requirements documents, acts as subject matter expert & provides intensive technical assistance to program managers, systems analysts & programmer analysts in translating business rules into functional requirements for software (e.g., OJI, ERIC) specification documents, systems navigation, portable unemployment program support, and systems enhancements, determines user system, Ohio Job Insurance (OJI), Employer Resource Information Center (ERIC) needs to develop business requirement documents for technology staff; responds to internal & external users (e.g., ODJFS, third-party administrators, employers, claimants, state agencies customers, agency executive staff members, federal agencies) experiencing difficulty using system; troubleshoots complex system problems reported & provides analysis to resolve system problems; provides status reports & system issues to UC senior management and ODJFS executive staff members; assist in design of program enhancements to maintain functionality and comply with state/federal laws & program policies (e.g., validate automation business processes); develops & communicates work flow procedures for system functionality and trains new users; assists business users with system needs for new accounts, password resets, trouble shooting, desk-aide instructions & training. Independently and on behalf of agency 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 & communicates status of cases to upper management.

Conducts research (e.g. obtain documentation from applicable state agencies, other states, field investigators, electronic records) to process cases &/or employer accounts; assists management in developing corrective action for technical policy and procedures implementation; plans, organizes and attends meetings with management to identify business rules (e.g., extended benefit programs, monetary & new program requirements resulting from law and rule changes) & application requirements; conducts & assists other teams with testing. Gathers information and prepares reports; assists in design of operating forms & develops instructions for use by field offices; maintains daily logs & production reports, serves as field liaison in criminal prosecution of unemployment compensation fraud cases & appeal hearings; investigates cases & obtains information as requested from central office staff; cooperates with law enforcement & judicial authorities in pursuing criminal charges, testifies in court; represents department in appeal hearings conducted by unemployment compensation review commission concerning non-fraud & fraud overpayments.

Communicates with employers, disgruntled claimants, or their representatives, &/or high ranking public officials through correspondence, telephone &/or in person to assist with problems & explain applicable provisions under Ohio unemployment compensation law; prepares comprehensive status documents & written reports summarizing findings & recommendations to increase ODJFS efficiency & effectiveness; follows up on issues to ensure resolution; records & tracks technical or program resolutions, performs related duties as assigned (e.g., attends meetings, conferences & training; compiles & generates reports & presentations; travels to sites to make presentations and conducts training (i.e. travels to training sites which may include out of state and overnight travel as assigned); maintains records, files & logs.

**MAJOR WORKER CHARACTERISTICS**

Knowledge of interviewing; public relations; human relations; law (i.e., federal/state unemployment compensation rules, policies & procedures); employee training/development. Skill in basic addition & subtraction; comprehend & record figures accurately; add, subtract, multiply & divide whole numbers; calculate fractions, decimals & percentages; word processing office systems software (e.g. MS Word, Excel, Access; OJI; ERIC); operating photocopier, calculator, computer. Ability to cooperate with co-workers on group projects; handle sensitive inquiries from & contacts with officials & general public; resolve complaints from angry citizens & government offices; interpret variety of instructions in written, oral, picture or schedule form; define problems, collect data, establish facts & draw valid conclusions; deal with many variables and determine specific action (e.g. research, production); copy material accurately & recognize grammatical & spelling errors; complete routine forms; maintain accurate records; originate routine business letters reflecting standard procedures; understand manuals & verbal instructions, technical in nature; prepare meaningful, concise & accurate reports; gather, collate & classify information about data, people or things.

**(\*)Developed after employment.**

**MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:**

24 mos. exp. as unemployment compensation examiner/specialist 1, 66123; 6 mos. trg. or 6 mos. exp. in utilizing unemployment compensation automated systems; must provide own transportation for travel & required automobile insurance coverage pursuant to Section 4509.51 of Ohio Revised Code.

-Or 36 mos. exp. in interpreting & applying program eligibility &/or liability (e.g., unemployment compensation; workers compensation; human services or income tax law); 12 mos. trg. or 12 mos. exp. in developing correspondence; 12 mos. trg. or 12 mos. exp. in providing technical assistance; 24 mos. trg. or 24 mos. exp. in customer contact (i.e., telephone &/or face-to-face) for purposes of problem solving; 24 mos. trg. or 24 mos. exp. in operation of personal computer in a MS Windows environment; 6 mos. trg. or 6 mos. exp. in utilizing unemployment compensation automated systems; must provide own transportation for travel & required automobile insurance coverage Pursuant to Section 4509.51 of Ohio Revised Code.

-Or equivalent of minimum class qualifications for employment noted above.

**TRAINING & DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT:**

Not applicable

**UNUSUAL WORKING CONDITIONS:**

Not applicable