

POSITION SUMMARY

Under close supervision, this person is responsible for independently exercising judgment and decision-making for analyzing, computing, and implementing Unemployment Insurance claim modifications of the most complex nature as a result of Recomputations, Call Center Initial Determinations (LIDS), Appeal Tribunal Decisions (ATD's), Labor Industry Review Commission Decision (LIRC) and Judicial Orders. Determine claimant monetary eligibility; prepare and issue initial determinations, redeterminations, and amended determinations. Determine adjustments to claimant's benefit entitlement and employer account charging. Communicate clarification of internal technical procedures to Agency staff including the Call Centers, Tax and Account, Legal Affairs and Benefit staff. (All state and federal UI programs including Combined Wage Claims, TRA, and NAFTA.)

GOALS AND WORKER ACTIVITIES

- 20% A. **Amend Existing Unemployment Insurance Monetary Computations, Considering Many Diverse Factors**
- A1. Analyze effect of Unemployment Insurance Claims as a result of amended employer information or initial determination to assure correct benefit payments, benefit years, and charging of unemployment taxes.
 - A2. Advise originating components of procedural errors or inadequacies and obtain any additional information necessary to complete the amending process.
 - A3. Recompute claimant's UI benefit entitlement and employer's account liability for individual claims based on current or past UI law and applied to relevant facts.
 - A4. Prepare and enter through direct date entry, adjustments to the claimant's payment record and wage record file. Review the resulting computer actions for accuracy in the record adjustments.
 - A5. Analyze initial determinations: i.e., suspensions, reductions, employer cancellations, noncharging of benefits, changed employers, for impact on individual claimant payment record.
 - A6. Issue initial determination to claimants and affected employers, of overpayment/underpayments resulting from amended benefit computations, set-aside claims and federal programs.
 - A7. Issue amended benefit computations to claimants and employers to advise interested parties of the claimant's correct eligibility entitlement.
 - A8. Communicate with appropriate department staff to obtain additional information relative to an unemployment claim.
 - A9. Provide department staff with clarification of internal technical procedures to resolve problems affecting payment of an unemployment insurance claim.
 - A10. Authorize transfer of benefit amounts, employer charges, and perform other offset actions as applicable to correct benefit payments and charges.
 - A11. Force pay UI benefit checks in accordance with amended computations to provide claimants with the proper amount of benefits.
 - A12. Respond to Call Center, Adjudication Center, Legal Affair, and Tax and Accounting inquiries regarding nonpaying claims that require immediate problem identification and resolution.

- 20% B. **Adjust claimant/employer payment records in accordance with nonmonetary determinations issued by adjudicators in complex disputed claim cases.**
- B1. Analyze determinations for completeness and accuracy of content necessary for implementation of effect.
 - B2. Review incoming correspondence to determine priority and type of action required.
 - B3. Respond to Call Center, Adjudication Center, Legal Affairs, and Tax and Accounting inquiries regarding non-paying claims that require immediate problem identification and resolution.
- 20% C. **Calculate claimant overpayment/underpayment and determine appropriate employer to be charged.**
- C1. Review and recalculate the initial overpayment decision to assure claimant benefit entitlement and employer charges have been accurately assessed.
 - C2. Calculate and authorize transfer of benefit amounts, employer charges, and perform other offset actions as applicable to correct benefit payments and charges (using force pay register or computer transaction).
 - C3. Communicate via phone and/or memo with Call Center, Adjudication Center, and Hearing office staff on exceptional technical procedure necessary for the most complex case situation.
- 20% D. **Review and implement Appeal Tribunal, Labor and Industry Review Commission, Circuit Court, Appeals Courts, and Supreme Court Decisions.**
- D1. Analyze higher authority decisions to determine priority of implementation.
 - D2. Notify the Hearing Office or Labor and Industry and Review Commission of technical or clerical mistakes identified on the decision.
 - D3. Review in depth the entire claimant payment record affected by the most recent applicable legal decision.
 - D4. Review and update, any incomplete or incorrect records established prior to the higher authority decision.
 - D5. Determine the effect of decisions; i.e., suspension, reductions, employer cancellations, noncharging of benefits, resequencing of employers, for impact on individual claimant payment record.
 - D6. Prepare and enter through direct data entry adjustments to the claimant payment record and review the resulting computer actions for accuracy in the record adjustment.
 - D7. Implement the higher authority decision and modify the unemployment claim to conform to the legal findings.
- 10% E. **Authorization of complex monetary computations, such as school year employment, including prorated claims, federal civilian service, TRA, Federal Military Service, Extended Unemployment Insurance (EUC), Extended Benefits (EB), Combine Wage Claims (CWC), Disaster Unemployment Assistance (DUA)**
- E1. Identify incomplete wage record data
 - E2. Determine reasonability of base period data
 - E3. Initiate remedial/corrective/verification action

- E4. Recomputation of the Federal programs required as a result of new information or an Initial Determination, Appeal Decision, LIRC Decision or Court Decision
- E5. Calculate new weekly rate or duration
- E6. Determine adjustments to prior payments and/or remaining benefit entitlement.
- E7. Identify, calculate and authorize transfer of charges between UI fund sub-accounts
- E8. Authorize supplemental benefit payments
- E9. Issue recomputation documents

10% F. Investigate and Resolve Benefit Eligibility Issues

- D1. Interview claimants, employers and other parties to obtain required investigation elements.
- D2. Prepare clear and concise statements from all parties.
- D3. Analyze the investigative statements and resolve issues in accordance with Wisconsin Statutes, Chapter 108, Wisconsin Administrative Code, and Federal/State Unemployment Insurance Laws.
- D4. Calculate overpayment amounts and follow division fault guidelines to determine claimant's responsibility for repayments.
- D5. Prepare and issue an initial determination to resolve issues in a clear and concise manner.

REQUIRED SKILLS, KNOWLEDGE, AND ABILITIES

The successful candidate must possess

- Advanced knowledge of state and federal Unemployment Insurance Law (Chapter 109), department UI policy and procedure and the benefit processing system.
- In depth-knowledge of amends/overpayment process and disputed claims coding and entry related to the system.
- Ability to analyze complex transactions, identifies variables, and make judgments in accordance with UI Law, policy, and procedures
- Effective oral, listening, and written communication skills as well as the ability to comprehend and analyze law and policy.
- Requires the ability to use complex and sophisticated personal computer based software systems.
- Excellent mathematical skills
- Excellent organizational skills
- Ability to work with detail, meet schedules and deadlines and work with people.