

Unemployment Compensation Associate 1 (WC/CWC)

POSITION DESCRIPTION

Summary

This position, under close supervision, provides specialized assistance to claimants, employers, other UI staff and elected officials. It is essential that the person in this position have a thorough knowledge of the Unemployment Insurance Law Wisconsin Statue 108 and the Interstate Benefit Program. Responsible for requesting, analyzing, and processing Worker's Compensation Wages (TTD-Total Temporary Disability), TPD (Temporary Partial Disability) to determine monetary entitlement for UI Claims. Authorize transfers of wages from Wisconsin to other states for purposes of Combined Wage Claims. Update wage records and coordinate force pay control functions. Identify and correct social security numbers on wage record in relationship to benefit claimants. Coordinate the reconciliation of Billing Notices from other states and resolve discrepancies.

20% A. Determination of Worker's Compensation Wages for the Computations of Monetary Entitlement for UI Program Claims

- A1. Access Worker's Compensation wage information daily from WC database.
- A2. Analyze and manually compute, when necessary, base period replacement wage value of worker's compensation by entering the Temporary Total Disability (TTD), and/or Temporary Partial Disability (TPD) and/or Vocational Rehabilitation, dates, and average weekly wage.
- A3. Request insurance carriers and employers to verify their payments to their employee with dates and what kind of payments were made and the average weekly wage of the employee.
- A4. Prioritize monetary workload from reject listing to enable the timely processing of Worker's Compensation replacement wages.
- A5. Analyze and determine if claimant was overpaid by Worker's Compensation Division and/or the insurance carrier within UI's base period.
- A6. Send UI claimant a letter when found that the worker's compensation replacement wages are not wages for UI purposes.
- A7. Maintain follow-up of insurance carriers and employer's responses.
- A8. Notify the Worker's Compensation Division of incorrect social security numbers or other date errors.
- A9. Obtain Compromise Agreement and/or High Level Decision to determine if worker's compensation replacement wages can be used.
- A10. Assist in periodic updates and modifications of forms sent to the insurance companies and claimants.

15% B. Resolution of Wage Transfer Rejects for Combined Wage Agent Claims

- B1. Generate urgent request for wages to claimants via CWC-19 (Request for Wages) and to employers via CWC-719 (Urgent Request for Wages) when prior reported wages appear incomplete or absent, or when wage data is needed for quarters not yet required from the Wisconsin employer.
- B2. Initiate or authorize Request for Additional Employer Information (UCB-612) to claimant for information about base period employers not identified as covered or subject in Wisconsin.
- B3. Identify employer account number suffixes and predecessor/successor numbers and mail separation notices to appropriate entity.
- B4. Determine correct effective dates of UI claim when wage transfer is requested for more than one date.
- B5. Request return of wages or amend effective date and transfer wages.
- B6. Determine what wages are legally transferable in cases involving requests, which overlap wages, used in existing Wisconsin claims.
- B7. Review and resolve all exceptional system rejects.

15% C. Amend Existing Unemployment Insurance Monetary Computations, Considering Many Diverse Factors

- C1. 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.
- C2. Advise originating components of procedural errors or inadequacies and obtain any additional information necessary to complete the amending process.
- C3. 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.
- C4. 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.
- C5. Analyze initial determinations: i.e., suspensions, reductions, employer cancellations, noncharging of benefits, changed employers, for impact on individual claimant payment record.
- C6. Issue initial determination to claimants and affected employers, of overpayment/underpayments resulting from amended benefit computations, set-aside claims and federal programs.
- C7. Issue amended benefit computations to claimants and employers to advise interested parties of the claimant's correct eligibility entitlement.
- C8. Communicate with appropriate department staff to obtain additional information relative to an unemployment claim.
- C9. Provide department staff with clarification of internal technical procedures to resolve problems affecting payment of an unemployment insurance claim.
- C10. Authorize transfer of benefit amounts, employer charges, and perform other offset actions as applicable to correct benefit payments and charges.
- C11. Force pay UI benefit checks in accordance with amended computations to provide claimants with the proper amount of benefits.
- C12. Respond to Call Center, Adjudication Center, Legal Affairs, and Tax and Accounting inquiries regarding nonpaying claims that require immediate problem identification and resolution.

15% D. Adjust claimant/employer payment records in accordance with nonmonetary determinations issued by adjudicators in complex disputed claim cases.

- D1. Analyze determinations for completeness and accuracy of content necessary for implementation of effect.
- D2. Review incoming correspondence to determine priority and type of action required.
- D3. Respond to Call Center, Adjudication Center, Legal Affairs, and Tax and Accounting inquiries regarding non-paying claims that require immediate problem identification and resolution.

10% E. Analysis of Claimant and Employer Responses to Requests for Information Needed to Expedite Wage Transfers and Establish Employer Liability

- E1. Update wage file to add wages or to adjust wages.
- E2. Review IB-14's (request of reconsideration of wage transfer) and resolve wage reporting discrepancies between claimants and employers.
- E3. Analyze separation information Requests for Additional Employer Information (UCB-16) and identify issues that may affect the wage transfer or the employer liability.
- E4. Send copies of separation issues raised to states requesting this information.
- E5. Authorize transfer of wages or inform requesting states of reasons for unavailability of wages for transfer.
- E6. Review IB5 (Determination of Combined Wage Claims), IB4 (Request Claimant Data), and claimant record to determine employer liability.

- E7. Issue employer computation of benefits via system entry.
- E8. Respond to inquiries from employers, claimants, and staff from other states.

10% F. Reconciliation of Billing Notices from Other States to Determine Wisconsin Employers Liability using the Department of Labor ICON IB-6 Programs.

- F1. Review IB-5, IB-4 and claimant's record to determine employer liability using the federal ICON system.
- F2. Compare the charges to Wisconsin with the claimant's employment history for authorization of payments.
- F3. Authorize payments from Wisconsin to other states by the 45-day Federal standard.
- F4. Reconcile payments authorized on a quarterly basis.
- F5. Transmission of data for account charging/crediting to the Bureau of Tax and Accounting.
- F6. Provide assistance for the IB-6 program by DOL.

10% G. Investigate and Resolve Benefit Eligibility Issues

- G1. Interview claimants, employers and other parties to obtain required investigation elements.
- G2. Prepare clear and concise statements from all parties.
- G3. Analyze the investigative statements and resolve issues in accordance with Wisconsin Statutes, Chapter 108, Wisconsin Administrative Code, and Federal/State Unemployment Insurance Laws.
- G4. Calculate overpayment amounts and follow division fault guidelines to determine claimant's responsibility for repayments.
- G5. Prepare and issue an initial determination to resolve issues in a clear and concise manner.

5% H. Maintenance of Force Pay Accountability and Coordination

- H1. Maintain force pay control register.
- H2. Assign and account for control cards used to authorize force payments.
- H3. Enter paying authorization into the system.
- H4. Verify payments authorized and paid with data processing output.
- H5. Reconcile payments authorized and payments made on a daily basis.
- H6. Prepare force pay authorization for the scanner.

Knowledge, Skills and Abilities

- 1. Advanced knowledge of Chapter 108 and Federal Unemployment Insurance Law, department UI policy and procedure of the benefit processing system
- 2. Advanced knowledge of the Interstate Arrangement for Combining Employment and Wages (ET 399)
- 3. Ability to analyze complex transactions, identifies variables, and make judgments in accordance with UI Law, policy, and procedures
- 4. Effective oral, listening, and written communication skills as well as the ability to comprehend and analyze law and policy.
- 5. Requires the ability to use complex and sophisticated personal computer based software systems.
- 6. Excellent mathematical skills

7. Excellent organizational skills
8. Ability to work with detail, meet schedules and deadlines and work with people.