

## **EMPLOYMENT SECURITY ASSISTANT 3**

### **CLAIMS SERVICE SPECIALIST**

#### **SUMMARY**

Under the general supervision of the Claims Service Supervisor, this position is responsible for efficiently, effectively and accurately establishing an Unemployment Insurance initial claim on behalf of the claimant and respond to claimant inquiries. Use direct questioning of the claimant to ensure accuracy of the claim filed and proper employer charging. Review reasons for separation and identify and clarify potentially disqualifying issues Identify claimants for additional employability services through DET (Division of Employment & Training) and for work search waivers. Investigate and resolve non-complex quit eligibility issues related to the initial claim and authorize non-charging of benefits when appropriate. Provide claimants with direction as to overall program rights and responsibilities. Investigate and resolve claimant and employer telephone inquiries regarding benefit payments, charging, and other program information.

**THIS POSITION WILL ACCEPT AND PROCESS UNEMPLOYMENT CLAIMS FOR SPANISH SPEAKING CLAIMANTS. THIS POSITION WILL ALSO PROVIDE INFORMATION AND ANSWER QUESTIONS ABOUT UNEMPLOYMENT COMPENSATION TO SPANISH SPEAKING UNEMPLOYMENT COMPENSATION CLAIMANTS. THIS POSITION MUST POSSESS FLUENT SPANISH SPEAKING SKILLS.**

**35% A. Efficiently, effectively and accurately establishing an Unemployment Insurance initial claim on behalf of the claimant and respond to claimant inquiries.**

- A.1 Confirm claimant identity via DOT (Department of Transportation interface), SSA (Social Security Administration interface), prior Department records, and other known identifying factors.
- A.2 Directly question the claimant via telephone to correctly determine the type of claim to file based on claimant work history and prior claim activity.
- A.3 Review claimant responses initially reported through direct questioning, the IVR or the internet for completeness and accuracy.
- A.4 Use direct questioning to obtain all required information from the claimant and employer necessary to complete the claim.
- A.5 Analyze information such as; (employer information, wage information, hiring records, prior claim history, investigative record and other information) to identify and resolve potential discrepancies.
- A.6 Identify and explain the implications of various filing options such as back dating, quarter change calculations, combined wage claims, multi-state options, federal or military employment, requalification, and employer specific rules.
- A.7 Actively listen and review available information to identify potential eligibility issues including but not limited to; able and available issues, separation

issues, employment coverage issues and many additional issues specified in the state unemployment statutes and/or department rules.

- A.8 Explain to the claimant their benefits rights information, responsibilities and expectations based on the unique features of their specific claim.
- A.9 Process claims according to the UI Division's established performance metrics.
- A.10 Investigate and authorize backdating of the claim or refer to adjudication according the Administrative Rule and Department policy.
- A.11. Provide claimants with weekly filing instructions and determine appropriateness of exceptional claiming procedures.
- A.12 Clarify and review direct deposit information.
- A.13 Educate customers regarding electronic information and web applications available through the UI website, and assist them with navigation, authorization and utilization questions and issues.
- A.14 Communicate benefit eligibility requirements, information, deadlines and consequences thoroughly. Effectively explain alternatives and options as specified in the state unemployment statutes and/or department rules to be considered prior to deciding what action to take regarding UI.
- A.15 Interpret the state and federal statutes and department rules to provide general (random) program information to customers with respect to the UI benefit program.
- A.16 Through knowledgeable questioning, determine if a customer's inquiry is within the scope of Claims, UI or outside of UI. If outside the scope of claims, direct the customer to a more appropriate resource providing available contact information when appropriate.
- A.17 Provide information to customers regarding changes in their UI benefits and potential liability.
- A.18 Obtain needed information from persons reporting potential fraud without disclosing confidential information.

**20% B. Identify claimants for additional employability services through DET (Division of Employment & Training) and for work search waivers.**

- B.1 Through direct telephone questioning of the claimant, determine employment prospects with former, current or new employers. Determine correct codes for work search waivers.
- B.2 Advise claimants of work search responsibilities.
- B.3 Review claimant characteristics regarding identification for employability services through profiling.
- B.4 Utilize extensive Division of Employment and Training (DET) knowledge to inform customers of general DET programs and services. Analyze the effects of DET rules as they apply to a claimant's eligibility for UI benefits and explain these effects to the claimant in an easy to understand manner.

- 10% C. Investigation and resolution of non-complex quit eligibility issues related the initial claim.**
- C.1 Through direct telephone questioning of the claimant, ensure that the claimant has satisfied the requalification requirement.
  - C.2 Determine if the claimant has requalified by accessing the wage file via direct inquiry, or through subsequent telephone employer contact.
  - C.3 By issue the proper notice or legal determination, authorize proper charging of benefits if requalifying requirements are met according to employer account type.
  - C.4 Route to appropriate adjudication resources as necessary if requalifying requirements are not met.
- 10% D. Investigation and resolution of benefit inquiries from claimants either during the initial claim function or from the claimant or employer during the claimant's benefit year.**
- D.1 Explain proper initial claim filing procedures and respond to inquiries as to weekly filing procedures.
  - D.2 Analyze and respond to inquiries related to payment/non-payment status of claims.
  - D.3. Review system entered issues. Through direct questioning of the claimant, obtain information sufficient to release payment holds or route to appropriate adjudication resources to resolve eligibility issues.
  - D.4. Assist employers by providing telephone assistance in completing required reports or respond to questions regarding program operations and correct benefit charging.
- 15% E. Review reasons for separation. Identify and clarify possible qualifying and disqualifying issues by performing Behind The Scenes Work (BSW)**
- E.1 Identify potential qualifying and disqualifying eligibility issues from information provided by the claimant or from eligibility reports, employer separation reports (UCB/TC16 forms), quarterly wage reports or other sources (DREJ/PREJ/UCB23).
  - E.2 Analyze issues identified and compare with disputed claims computer record for previous adjudication (DREJ); determine if suspensions need to be lifted to prevent delay in claim payments and refer these to appropriate adjudication resources for prompt resolution (DREJ/RESOS).
  - E. 3 Identify unresolved or pertinent new issues and refer to or schedule for timely and appropriate adjudication action to prevent improper payments (UCB/TC16).
  - E.4 Provide direct information to the claimant as to the need for further issue investigation by adjudication staff as to issues and respond to claimant questions.

**10% F. Update claimant computer record and perform other related duties as assigned, including but not limited to:**

- F.1 Update wage and separation information from returned and required Form UCB-23 and UCB-16 and UCF-350.
- F.2 Analyze and resolve monetary computation rejects. (PREJ)
- F.3. Identification of potential fraud issues. (UCB16/DREJ)
- F.4 Provide expert testimony for appealed claims.
- F.5 Process appeals.
- F.6 Participate in conducting customer surveys.
- F.7 Adjust monetary computations and implement higher level decisions.
- F.8 Calculate overpayments/underpayments to determine correct employer charging.
- F.9 Independently perform general document handling as assigned; included but not limited to, opening mail, identifying correct course of action, scanning, filing, and shredding.
- F.10 Perform administrative objective BSW tasks, including but not limited to, text to speech and advanced mail sorting.

**KNOWLEDGE, SKILLS, AND ABILITIES**

Knowledge of:

- Customer Service

Skill in:

- Use of computers and standard office equipment.
- Performing mathematical calculations
- Analytical and critical thinking
- Attention to Detail
- Interacting positively with a variety of persons
- Highly developed oral and written communication
- Communicate effectively using Spanish speaking skills

Ability to:

- Work as part of a team
- Establish and maintain working relationships
- Meet performance expectations
- Manage change and work in a rapidly changing environment