

## **UNEMPLOYMENT BENEFIT SPECIALIST**

### **ADJUDICATOR**

#### **SUMMARY**

This is an entry or objective level adjudicator position responsible for the investigation and resolution of benefit eligibility issues according to State and Federal Unemployment Insurance law for the least complex Unemployment Insurance claims, which include those that require a limited knowledge of Unemployment Insurance law, such as claims that require the investigation of separation issues. At the entry level incumbents work under close supervision and are expected to progress to the Unemployment Benefit Specialist Intermediate level as they gain experience and knowledge. At the objective level work is performed under close progressing to general supervision.

**45% A. Investigation of Unemployment Insurance benefit eligibility issues.**

- A1. Review relevant information to identify eligibility issues which must be resolved.
- A2. Identify and obtain required investigative elements from relevant parties.
- A3. Prepare a clear and concise record.
- A4. Analyze information to identify and obtain additional facts/statements from relevant parties.
- A5. Evaluate labor market information to identify facts that may impact the claimant's benefit eligibility.

**35% B. Resolution of Unemployment Insurance benefit eligibility issues.**

- B1. Review investigation (Per A). Make "findings of fact" which are necessary to resolve issues pursuant to requirements of the Department of Labor, Wisconsin UI Law and Administrative Code, and similar federal/state unemployment insurance laws.
- B2. Apply appropriate law and policy in accordance with Wisconsin Statutes, Chapter 108, Wisconsin Administrative Code, and federal/state unemployment insurance laws to the "findings of fact" and prepare an eligibility rationale.
- B3. Ensure the determination is factually correct, findings are adequately documented, the decision reflects a resolution consistent with agency law and policy and is written in a professional manner.
- B4. Prepare and issue an initial determination which resolves issues in a clear and concise manner, and also provides the principal parties with the critical facts on which either party can base a decision to appeal.

**10% C. Investigation and resolution of Unemployment Insurance benefit eligibility issues involving erroneous payments.**

- C1. Review relevant information to identify erroneously paid benefits and/or fraudulent claim activity which must be resolved.
- C2. Interview relevant parties to determine fault for erroneously paid benefits.
- C3. Prepare a clear and concise record.
- C4. Calculate benefit overpayment, determine repayment/waiver and claimant/employer/department fault.
- C5. Apply appropriate law and policy in accordance with Wisconsin Statutes, Chapter 108, Wisconsin Administrative Code, and federal/state unemployment insurance laws to the "findings of fact" and prepare an eligibility rationale.
- C6. Ensure the determination is factually correct, findings are adequately documented, the decision reflects a resolution consistent with agency law and policy and is written in a professional manner.

- C7. Prepare and issue an initial determination which resolves issues in a clear and concise manner, and also provides the principal parties with the critical facts on which either party can base a decision to appeal.

**5% D. Explanation of the effects of computations, initial determinations and appellate level decisions which resolve benefit eligibility questions. Provide general information about Wisconsin's UI Law and similar federal/state unemployment insurance laws.**

- D1. Testify in hearings as a representative of the department.  
D2. Respond to requests for information about Wisconsin's UI program.  
D3. Answer complex benefit related inquiries.

**5% E. Other duties, as appropriate and necessary, which are regularly assigned to other employees. Activities, included (but not limited to) are:**

- Initial Claims
- Claims Processing
- Claims Assistance
- Adjudication Support

**KNOWLEDGE, SKILLS AND ABILITIES REQUIRED:**

- Ability to effectively communicate verbally.
- Ability to effectively communicate in writing.
- Ability to listen effectively.
- Interpersonal skills.
- Ability to interact with difficult/challenging people in a professional manner.
- Knowledge of customer service methods.
- Ability to be accurate and detailed.
- Ability to identify conflicting information/facts and resolve discrepancies.
- Ability to read and understand complex laws and policies.
- Ability to analyze complex laws and policies.
- Organizational skills, including the ability to prioritize, and locate material as needed
- Knowledge of time management
- Ability to perform basic math.
- Ability to use complex and sophisticated personal computer based software systems.