Unemployment Insurance Claims Examiner

CLASS TITLE	CLASS CODE	SALARY GROUP	SALARY RANGE
UNEMPLOYMENT INSURANCE (UI) CLAIMS EXAMINER I	3151	B11	$32,332 - $47,355
UI CLAIMS EXAMINER II	3153	B13	$35,439 - $52,388
UI CLAIMS EXAMINER III	3154	B15	$38,976 - $58,045

GENERAL DESCRIPTION

Performs unemployment insurance claims work reviewing unemployment insurance claims for accuracy and completeness, determining claimant eligibility, and determining unemployment liability.

EXAMPLES OF WORK PERFORMED

Reviews and processes unemployment insurance claims and documents.

Interviews claimants and employers to gather facts on claims being investigated.

Verifies liability and charges from other states for Texas wages used to establish out-of-state claims and releases payments on bills received from other states.

Checks wage data for unreported earnings and investigates improper payments.

Researches agency records and replies to requests for information concerning overpayment of unemployment insurance benefits.

Conducts research to ensure that adequate documentation was provided to appropriate parties prior to initiating civil processes on collection actions.

Initiates the collection of overpayments.

Provides information on unemployment insurance claims provisions, processes, and requirements to claimants and employers.

Provides information about the appeal process to claimants.

Performs related work as assigned.

DESCRIPTION OF LEVELS

Examples of work and descriptions are meant to progress through the levels. For example, an employee at level III may also perform work listed within the previous levels.

***Note**: Factors that may distinguish between the journey levels include the degree of independence in performing the work and the complexity of the work and may include the employee's related experience, education, and certifications. Employees at the journey levels may independently perform the full range of work listed in the examples or may assist others in that work.*

UI CLAIMS EXAMINER I: Performs routine (journey-level) unemployment insurance claims work. Works under moderate supervision, with limited latitude for the use of initiative and independent judgment. Employees at this level may rely on direction from others to solve problems that are not standard and may also assist others in performing work of greater complexity.

UI CLAIMS EXAMINER II Performs complex (journey-level) unemployment insurance claims work. Works under general supervision, with moderate latitude for the use of initiative and independent judgment. Employees at this level may work more independently than those at the previous level and may routinely assist others in performing work of greater complexity. Employees at this level may:

- Review requests from claimants for additional wages and deletions of wages.
- Make determinations regarding the payment of unemployment insurance to claimants and the liability of employers for reimbursement.
- Prepare and maintain records and reports.

***Note:** Senior-level employees (level III) may perform the full range of work listed in the examples above and can serve as a lead worker providing direction to others.*

UI CLAIMS EXAMINER III Performs advanced (senior-level) unemployment insurance claims work. Works under limited supervision, with considerable latitude for the use of initiative and independent judgment. Employees at this level may:

- Review claims work related to unemployment insurance matters.
- Review overpayment of unemployment insurance benefits and determine appropriate collection activity; assist claimants in establishing debt repayment plans.
- Issue stop-payment notices.
- Issue and review past-due notices, liens, assessments and other enforcement actions.
- Analyze programs and procedures to recommend changes or upgrades.
- Research information and gathers facts from claimants and employers on protested claims.
- Provide technical advice to staff on complex claims adjudication interviews and determinations.
- Testify at hearings and court proceedings.
- Conduct unemployment insurance claims training.

GENERAL QUALIFICATION GUIDELINES

EXPERIENCE AND EDUCATION

Agencies have the discretion to identify the general or specialized experience, education, or certifications required for positions and may tailor qualification requirements to specifically meet the agency's business needs. Agencies may substitute experience, education, military service, apprenticeships, and relevant credentials for one another, if appropriate and allowed by statute.

KNOWLEDGE, SKILLS, AND ABILITIES

For all levels

- Knowledge of unemployment insurance laws, rules, and regulations; and the Texas Unemployment Compensation Act.
- Skill in using a computer and applicable software.
- Ability to review and resolve unemployment insurance claims; to explain and apply laws, rules, and regulations; to conduct claims investigations; and to communicate effectively.

Additional for UI Claims Examiner III

- Ability to serve as a lead worker providing direction to others.