Unemployment Insurance Specialist

CLASS TITLE	CLASS CODE	SALARY GROUP	SALARY RANGE
UNEMPLOYMENT INSURANCE SPECIALIST I	3171	B16	$40,918 - $61,130
UNEMPLOYMENT INSURANCE SPECIALIST II	3173	B18	$45,521 - $71,055

GENERAL DESCRIPTION

Performs unemployment insurance claims work implementing unemployment insurance claims procedures, programs, and services.

EXAMPLES OF WORK PERFORMED

Reviews and analyzes unemployment insurance claims and program documents for proper payment and conformance to state and federal regulations.

Provides technical advice and assistance to claimants and employers.

Processes special program claims, including those from Disaster Unemployment Assistance (DUA), Trade Readjustment Act (TRA), Labor Dispute or other programs related to unemployment insurance as needed.

Researches claim information, ensures that accurate information is provided, and replies to correspondence regarding claim determinations and special program claim problems or issues.

Prepares reports on production, unemployment insurance programs, and related activities.

Interprets and provides technical advice and guidance on unemployment insurance regulations and procedures.

Initiates the collection of overpayments.

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 II may also perform work listed within the previous level.

***Note**: Employees at the journey level may independently perform the full range of work listed in the examples or may assist others in that work.*

UNEMPLOYMENT INSURANCE SPECIALIST I: 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 routinely assist others performing work of greater complexity.

Note: *A senior-level employee (level II) may perform the full range of work listed in the examples above and can serve as a lead worker providing direction to others and/or as a supervisor coordinating or overseeing that work for others.*

UNEMPLOYMENT INSURANCE SPECIALIST II: 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:

- Coordinate the review and analysis of unemployment insurance claims.
- Organize and monitor unemployment insurance programs, recommend and implement solutions for problem areas, and develop procedures and methods of operation.
- Review automated processes and systems, conduct audits to determine compliance with guidelines, and recommend enhancements or corrective actions.
- Perform quality assurance by monitoring phone calls and analyzing and evaluating performance quality and methods of operation.
- Prepare and maintain operating manuals and procedural instructions.
- Analyze benefit activity reports and records of performance and conduct studies on benefit operations matters.
- Monitor automated processes and systems, assist with audits to determine compliance with guidelines, and recommend enhancements or corrective actions.
- Schedule, coordinate, and conduct 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 claims methods and procedures, the Texas Unemployment Compensation Act, and the unemployment compensation titles of the federal Social Security Act.

- Skill in using a computer and applicable software.

- Ability to evaluate unemployment insurance claims operations, to interpret policies and procedures, to prepare reports, and to communicate effectively.

Additional for Unemployment Insurance Specialist II

- Ability to serve as a lead worker providing direction to others or to oversee and/or supervise the work of others.