



Unemployment Insurance Claims Examiner II

Salary Group: B13

Class Code: 3153

<u>CLASS TITLE</u>	<u>CLASS CODE</u>	<u>SALARY GROUP</u>	<u>SALARY RANGE</u>
UNEMPLOYMENT INSURANCE (UI) CLAIMS EXAMINER I	3151	B11	\$26,332 - \$41,355
UI CLAIMS EXAMINER II	3153	B13	\$29,439 - \$46,388
UI CLAIMS EXAMINER III	3154	B15	\$32,976 - \$52,045

GENERAL DESCRIPTION

Performs complex (journey-level) unemployment insurance claims work. Work involves reviewing unemployment insurance claims for accuracy and completeness, investigating and determining claimant eligibility, determining unemployment liability, and authorizing the payment of benefits to qualified claimants. Works under general supervision, with moderate latitude for the use of initiative and independent judgment.

EXAMPLES OF WORK PERFORMED

Reviews and processes unemployment insurance claims and documents.

Reviews requests from claimants for additional wages and deletions of wages.

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

Makes determinations regarding the payment of unemployment insurance to claimants and the liability of employers for reimbursement.

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 correspondence concerning overpayment of unemployment insurance benefits.

Conducts research to ensure 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.

Prepares and maintains records and reports.

May testify during hearings.

May conduct unemployment insurance claims training.

May file electronic bankruptcy claims with the court.

May analyze programs and procedures to recommend changes or upgrades.

Performs related work as assigned.

GENERAL QUALIFICATION GUIDELINES

EXPERIENCE AND EDUCATION

Experience in unemployment insurance claims work. Graduation from an accredited four-year college or university with major coursework in business administration or a related field is generally preferred. Experience and education may be substituted for one another.

KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge of unemployment insurance laws, rules, and regulations; and of 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.