



Unemployment Insurance Claims Examiner III

Salary Group: B15
Class Code: 3154

<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 advanced (senior-level) unemployment insurance claims work. Work involves reviewing, investigating, and processing unemployment insurance claims, reviewing completed work and reports, and preparing and maintaining records and reports. May serve as a lead worker providing direction to others. Works under limited supervision, with considerable latitude for the use of initiative and independent judgment.

EXAMPLES OF WORK PERFORMED

Reviews claims, claims corrections, and correspondence to and from claimants and employers on unemployment insurance matters; interviews claimants and employers to gather facts on claims being investigated.

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

Reviews overpayment of unemployment insurance benefits and determines appropriate collection activity; assists claimants in establishing debt repayment plans.

Issues stop-payment notices as appropriate.

Issues and reviews past-due notices, liens, assessments and other enforcement actions.

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.

Analyzes programs and procedures to recommend changes or upgrades.

Testifies at hearings and before courts.

Researches information and gathers facts from claimants and employers on protested claims.

Provides technical advice to staff on complex claims adjudication interviews and determinations.

Prepares and maintains records and reports.

Conducts unemployment insurance claims training.

May review and score non-monetary determinations made by other examiners.

May file electronic bankruptcy claims with the court.

May serve as a lead worker providing direction to others.

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; to communicate effectively; and to serve as a lead worker providing direction to others.