



# Unemployment Insurance Specialist I

Salary Group: B16  
Class Code: 3171

<u>CLASS TITLE</u>	<u>CLASS CODE</u>	<u>SALARY GROUP</u>	<u>SALARY RANGE</u>
UNEMPLOYMENT INSURANCE SPECIALIST I	3171	B16	\$34,918 – \$55,130
UNEMPLOYMENT INSURANCE SPECIALIST II	3173	B18	\$39,521 - \$64,449

## GENERAL DESCRIPTION

Performs complex (journey-level) unemployment insurance claims work. Work involves implementing unemployment insurance claims procedures, programs, and services. Works under general supervision, with moderate latitude for the use of initiative and independent judgment.

## 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 Disaster Unemployment Assistance (DUA), Trade Readjustment Act (TRA), Labor Dispute or other unemployment insurance related programs as needed.

Researches claim information, ensures 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 guidance on unemployment insurance regulations and procedures.

Initiates the collection of overpayments.

May analyze benefit activity reports and records of performance and conducts studies on benefit operations matters.

May monitor automated processes and systems, assists with audits to determine compliance with guidelines, and recommends enhancements or corrective actions.

May assist in scheduling, coordinating, and conducting training.

May assist in preparing and maintaining operating manuals and procedural instructions.

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 claims methods and procedures, of the Texas Unemployment Compensation Act, and of 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.