



Unemployment Insurance Specialist II

Salary Group: B18

Class Code: 3173

<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 advanced (senior-level) unemployment insurance claims work. Work involves planning, developing, organizing, and monitoring unemployment insurance claims procedures, programs, and services. May supervise the work of others. Works under limited supervision, with considerable latitude for the use of initiative and independent judgment.

EXAMPLES OF WORK PERFORMED

Coordinates the review and analysis of unemployment insurance claims and program documents for proper payment and conformance to state and federal regulations; provides technical advice and assistance to claimants.

Organizes and monitors unemployment insurance programs; recommends and implements solutions for problem areas; develops procedures and methods of operation.

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

Reviews and analyzes unemployment insurance claims and program documents; provides technical advice and assistance to claimants.

Reviews automated processes and systems, conducts audits to determine compliance with guidelines, and recommends enhancements or corrective actions.

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

Performs quality assurance by monitoring phone calls; analyzes and evaluates performance quality and methods of operation.

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

Prepares and maintains operating manuals and procedural instructions.

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

Initiates the collection of overpayments.

Analyzes benefit activity reports and records of performance; conducts studies on benefit operations matters.

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

Schedules, coordinates, and conducts training.

May supervise the work of 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 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, to communicate effectively, and to supervise the work of others.