

**State of Michigan
Civil Service Commission**
Capitol Commons Center, P.O. Box 30002
Lansing, MI 48909

Position Code

1. UNINEXM

POSITION DESCRIPTION

This position description serves as the official classification document of record for this position. Please complete the information as accurately as you can as the position description is used to determine the proper classification of the position.

2. Employee's Name (Last, First, M.I.)	8. Department/Agency LEO-Labor and Economic Opportunity
3. Employee Identification Number	9. Bureau (Institution, Board, or Commission) Unemployment Insurance
4. Civil Service Position Code Description UNEMPLOY INSURANCE EXAMINER-E	10. Division Tax & Employer Services
5. Working Title (What the agency calls the position)	11. Section Benefit Collections
6. Name and Position Code Description of Direct Supervisor DUANE JAMES; UNEMPLOYMENT CLAIMS MANAGER-2	12. Unit Benefit Overpayment Collection (BOC)
7. Name and Position Code Description of Second Level Supervisor WILLIS, LOUTRICIA ; STATE ADMINISTRATIVE MANAGER-1 15	13. Work Location (City and Address)/Hours of Work 3040 W GRAND BLVD; DETROIT, MI 48202 / (8:00 A.M. – 5:00 P.M., M-F)

14. General Summary of Function/Purpose of Position

Primarily performs collection activity in Benefit Overpayment Collections Unit to restore monies to the UI Trust Fund and issue overpayment refunds. Also responsible for those activities which support collection work such as receivables and adjustments. Maintains computer records on restitution accounts, responds to debtor inquiries on balances, payment plans, fact-finding related to payments, activity to locate debtors, identify cases requiring more aggressive collection activity and process same. Collection activities include: income tax refund intercept, legal referrals for judgment/garnishment/ benefit recoupments and voluntary payments.

15. Please describe the assigned duties, percent of time spent performing each duty, and what is done to complete each duty.

List the duties from most important to least important. The total percentage of all duties performed must equal 100 percent.

Duty 1

General Summary:

Percentage: 35

Performs collection activities.

Individual tasks related to the duty:

- Identifies debtors requiring contact via UI system reports or other collection systems.
- Determines status of account as of date of planned activity.
- Reviews Adjudication to validate restitution due.
- Enters notes into system for ticker activity and/or history records.
- Makes inquiries to Michigan Department of Treasury, IRS, Secretary of State and CLEAR or (other contracted credit information company) for address, phone information.
- Provides debtor with last chance opportunities to avoid judgment, garnishment actions.
- Reviews MIDAS UI system to reflect account record location.
- Assembles media required for legal and/or garnishment referral.
- Reviews files on payment plans, income tax refund intercept actions, discharges on intercepts.
- Performs skip tracing activities using local, state, and federal sources of information.
- Verifies active military duty exemption.
- Verifies incarceration.
- Full write off adjustment of accounts as needed.
- Reviews collection accounts to verify that automated criteria for more aggressive collection efforts have been met.
- Performs other duties as required.

Duty 2

General Summary:

Percentage: 35

Issues refunds as a result of adjudication in customers' favor or overpayment of account due to timing differences in posting of payments on account.

Individual tasks related to the duty:

- Verifies address to which refund will be issued including the use of CLEAR and Secretary of State data base.
- Reviews adjudication that is attached to refunds.
- Reviews payments on restitution accounts for accuracy for elective payments/garnishment payments through the Bank Verification program.
- Verifies payment history of payments for NSF or Errors.
- Reviews dates of payments.
- Approves or forwards for approval.

Duty 3

General Summary:**Percentage: 25**

Performs maintenance, postings, adjustments and referrals on restitution overpayments and refunds due to customers.

Individual tasks related to the duty:

- Opens/sorts mail, assembles for automated system inquiry.
- Data enters payments on restricted UI system screens.
- Corrects erroneous postings.
- Contacts debtors regarding payments made (e.g. for Social Security number).
- Notifies debtors of insufficient funds payments and file maintains balances.
- Assists in handling of bankruptcy, indigency, incarceration, refund activities of unit.
- Reviews, handles and directs incoming correspondence from debtors, attorneys, employers, et al, on accounts and related issues, including intra-agency units.
- Determines and requests appropriate media from RIC Centers, conducts follow-up on requests, and logs media into unit.
- Reviews media for completeness.
- Prepares referral documents.
- Updates UI data base as necessary (e.g., address changes).
- Prepares for and gives court or other legal authority testimony as required.
- Answers phones.
- Other duties as required.

Duty 4**General Summary:****Percentage: 5**

Duties pertaining to the Interstate Reciprocal Overpayment Recovery Agreement (IRORA).

Individual tasks related to the duty:

- Request that states that participate recoup UI benefits that are payable to Michigan based on final determination that restitution is due.
- MI recoups UI benefits for other states based on final determination that restitution is due.
- Retrieves information from ICON file generated monthly.
- Updates information on accounts as received.
- Attends ALJ hearings as needed to testify on validity of collections cases.

16. Describe the types of decisions made independently in this position and tell who or what is affected by those decisions.

Determines more aggressive collection actions (e.g., refer for legal, garnishment, etc.)

Sufficiency of material for legal, garnishment, and tax intercept referral.

Merits of requests for adjustments to/waiver accounts.

Specific handling of individual accounts. UI claimants are affected by decisions made.

17. Describe the types of decisions that require the supervisor's review.

Collection efforts that may have negative impact on Agency.

Written or oral instructions that have not been given.

Training on new subjects.

Uncertain of action to take.

Staggered Approval level for refunds

18. What kind of physical effort is used to perform this job? What environmental conditions in this position physically exposed to on the job? Indicate the amount of time and intensity of each activity and condition. Refer to instructions.

This position requires prolonged sitting and using the personal computer. Environmental conditions are mild exposure to dust, odors, fumes, cold and heat. There are no known hazards.

19. List the names and position code descriptions of each classified employee whom this position immediately supervises or oversees on a full-time, on-going basis.

Additional Subordinates

20. This position's responsibilities for the above-listed employees includes the following (check as many as apply):

- | | |
|---|--|
| <input type="checkbox"/> Complete and sign service ratings. | <input type="checkbox"/> Assign work. |
| <input type="checkbox"/> Provide formal written counseling. | <input type="checkbox"/> Approve work. |
| <input type="checkbox"/> Approve leave requests. | <input type="checkbox"/> Review work. |
| <input type="checkbox"/> Approve time and attendance. | <input type="checkbox"/> Provide guidance on work methods. |
| <input type="checkbox"/> Orally reprimand. | <input type="checkbox"/> Train employees in the work. |

22. Do you agree with the responses for items 1 through 20? If not, which items do you disagree with and why?

Yes

23. What are the essential functions of this position?

Primarily performs collection activity in Benefit Overpayment Collections Unit to restore monies to the UI Trust Fund and issue overpayment refunds. Also responsible for those activities which support collection work such as receivables and adjustments. Maintains computer records on restitution accounts, responds to debtor inquiries on balances, payment plans, fact-finding related to payments, activity to locate debtors, identify cases requiring more aggressive collection activity and process same. Collection activities include: income tax refund intercept, legal referrals for judgment/garnishment/ benefit recoupments and voluntary payments.

24. Indicate specifically how the position's duties and responsibilities have changed since the position was last reviewed.

N/A

25. What is the function of the work area and how does this position fit into that function?

The function of the Benefit Overpayment Collection Unit is to account for all voluntary and involuntary payments on benefit overpayment accounts, to resolve variances or make required account adjustments, to validate system reports. Pursue legal action or aggressive collection action against delinquent accounts and to meet the U.S. Department of Labor's Desired Levels of Achievement regarding fraud and non-fraud benefit overpayment recovery.

26. What are the minimum education and experience qualifications needed to perform the essential functions of this position.

EDUCATION:

Completion of two years of college (60 semester or 90 term credits).

EXPERIENCE:

Unemployment Insurance Examiner 8

No specific type or amount is required.

Unemployment Insurance Examiner 9

Two years of experience equivalent to an Unemployment Claims Interviewer 8 or one year equivalent to an Unemployment Insurance Examiner 8.

Unemployment Insurance Examiner E10

Two years of experience equivalent to an Unemployment Claims Interviewer 9 or one year equivalent to an Unemployment Insurance Examiner 9, Unemployment Claims Examiner 9, or Unemployment Claims Interviewer E10.

Alternate Education and Experience

Unemployment Insurance Examiner 8

Four years of office support experience involving public contacts in the Unemployment Insurance Agency, including two years equivalent to the experienced (E7) level may be substituted for the education requirement.

Four years of office support experience with substantial public contacts interviewing people to obtain substantive information for decision making in a business or industrial setting, including two years equivalent to the experienced (E7) level may be substituted for the education requirement.

KNOWLEDGE, SKILLS, AND ABILITIES:

- Knowledge of federal and state laws, rules, regulations, policies, programs, procedures, and terminology relating to unemployment compensation.
- Knowledge of labor-management relations.
- Knowledge of federal and state programs available to claimants ineligible for unemployment compensation benefits.
- Knowledge of the processing, adjudication, and payment of unemployment compensation claims.
- Knowledge of adjudication and payment computer application.
- Knowledge of informational and fact-finding interview techniques.
- Knowledge of office work, business practices, and business office machines.
- Ability to apply unemployment compensation laws, regulations, rules, precedents, and policies.
- Ability to interpret and apply current or changed laws, regulations, rules, precedents, programs, policies, procedures, etc., governing the adjudication and payment of unemployment benefits.
- Ability to investigate and analyze data to determine facts and draw reasonable conclusions.

- Ability to interpret employer records as submitted for unemployment benefit claims consideration.
- Ability to write well and concisely, to express thoughts clearly, and to develop ideas in a logical sequence.
- Ability to explain determinations, redeterminations, and appeals through interpretation of all laws, regulations, rules, policies, precedents, etc., governing the adjudication and payment of unemployment benefits.
- Ability to perform mathematical computations in the adjudicating and/or processing of unemployment claims.
- Ability to follow oral and written instructions.
- Ability to develop and utilize computer skills for data entry, review, issuance of monetary and non-monetary decisions, and other computer-related work.
- Ability to maintain a courteous demeanor when providing service to hostile or frustrated customers.
- Ability to diffuse anger and aggression when dealing with customers who are experiencing emotional stress due to financial adversities.
- Ability to obtain information under unfavorable circumstances including the gathering of information from potentially hostile and otherwise confrontational claimants and employers.
- Ability to interact effectively with customers from varying backgrounds.
- Ability to respond to inquiries from co-workers, employers, claimants, and others relating to the payment of unemployment benefits.
- Ability to maintain favorable public relations.
- Ability to maintain electronic and other records and prepare reports.
- Ability to communicate effectively.

**CERTIFICATES, LICENSES,
REGISTRATIONS:**

None

NOTE: Civil Service approval does not constitute agreement with or acceptance of the desired qualifications of this position.

I certify that the information presented in this position description provides a complete and accurate depiction of the duties and responsibilities assigned to this position.

Supervisor

Date

TO BE FILLED OUT BY APPOINTING AUTHORITY

Indicate any exceptions or additions to the statements of employee or supervisors.

None

I certify that the entries on these pages are accurate and complete.

SARAH PEARSON

7/18/2018

Appointing Authority

Date

I certify that the information presented in this position description provides a complete and accurate depiction of the duties and responsibilities assigned to this position.

Employee	Date
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