

Position Code 1.

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

This position description serves as the official classification document of record for this position. Please complete this form 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
3.Employee Identification Number	9.Bureau (Institution, Board, or Commission)
	Unemployment Insurance
4.Civil Service Position Code Description	10.Division
Unemployment Insurance Examiner 8/9/E10	Benefits Division
5.Working Title (What the agency calls the position)	11.Section
Unemployment Insurance Examiner 8-10	Contact Center
6.Name and Position Code Description of Direct Supervisor	12.Unit
Nathan Dilworth, Unemployment Claims Manager 13	
7.Name and Position Code Description of Second Level Supervisor	13.Work Location (City and Address)/Hours of Work
John Arundel, State Administrative Manager 15	1 N. Division Ave., 4 th Floor, Grand Rapids, MI 49503 Monday through Friday - 8 am until 5 pm

14. General Summary of Function/Purpose of Position

Employees in this job perform a variety of activities in call/contact centers, walk-in locations, work processing locations, and/or administration offices in the provision of the unemployment claims services to claimants, employers, and the general public in accordance with the Michigan Employment Security (MES) Act, and established methods and procedures.

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 of Duty 1 **% of Time** 55%

Interacts with the claimant by telephone and/or in-person, mail, fax, or other electronic methods and takes and processes various types of unemployment claims.

Individual tasks related to the duty.

- Interviews claimants to determine potential eligibility for unemployment benefits, which type of claim should be filed, and the appropriate information that is needed to complete the filing process in accordance with the laws, rules, policies, and procedures governing the processing and payment of unemployment benefit claims.
- Obtains wage affidavits of missing quarterly wages from claimant.
- Reviews weekly certifications of unpaid claims and determines whether the requirements for obtaining benefits have been met.
- Correct information and authorizes payment if claimant is eligible, or takes other appropriate action as required.
- Responds to inquiries and provides information regarding the taking and processing of unemployment claims, including corrected or lost forms.
- Conducts fact finding of claimants, employers, and other interested parties by telephone, mail, fax, or computer to obtain factual statements concerning any claims issues that arise regarding eligibility for benefits, including the issue of fraud.
- Enters claimant's statement (s) into a computer system while interviewing by telephone.
- Generates all necessary inquires to claimant, employers, and interested parties to secure any information needed to make a (re) determination on a monetary/non-monetary issue(s).
- Obtains affidavits, including lost/stolen checks, forgery, deceased/mentally incompetent.
- Assembles for the record, all pertinent documents.
- Reviews claims information received and takes appropriate steps to obtain additional or rebuttal information.

Duty 2

General Summary of Duty 2 **% of Time** 30%

Makes and issues non-monetary/monetary determinations, (re)determinations, and reconsideration on contested unemployment claims and questionable issues.

Individual tasks related to the duty.

- Thoroughly reviews all source document and computer system information submitted/obtained on the contested claim, questionable issue, or protest.
- Summarizes for the record all pertinent facts.
- Applies unemployment insurance laws, regulations, rules, precedents, programs, procedures, and policies to facts of claimant case and makes non-monetary/monetary determination, (re)determination, or reconsideration utilizing the unemployment insurance computer system. In the process, resolves all related/accompanying issues, such as the establishment of restitution, charges and credits to an employer's account authorization of payments or adjustment of payments, the application of any penalty provisions, etc.
- Generates/issues non-monetary and if applicable, accompanying monetary determination by entering relevant data and required codes into the computer system.
- Makes and issues a non-monetary (re)determination on the issue of fraud and resolve any related accompanying issues (such as restitution, charges and credits, etc.). Exercises judgment in referring cases to the investigation unit for prosecution or investigation of potential fraud or collision as warranted.

Duty 3

General Summary of Duty 3

% of Time 5%

Individual tasks related to the duty.

- Provides information to the general public and assists interested parties with the processing and filing of an appeal, including subpoenas.
- Provides claimants, employers, and interested parties with information, as it relates to a specific case, to which they have a legal right.
- Reviews incoming electronic/paper correspondence to identify protests and appeals determines if it is a request for (re) determination requiring additional fact-finding or adjudication, or appeal to higher authority requiring immediate processing, and takes appropriate action,
- Processes appeals to MOAHR or UIAC by completing necessary information in the computer system and transmitting required computer records to the UIAC.
- Attends MOAHR, UIAC, and Court hearings as a witness on behalf of the Unemployment Insurance Agency.
- Reviews appeals decisions rendered by MOAHR, UIAC, and Courts, and issues/generates monetary and non-monetary (re)determinations necessary to comply with decision rendered, including all non-complex related accompanying issues.

Duty 4

General Summary of Duty 4

% of Time 5%

Makes and issues administrative error restitution determination and restitution determinations bases on MOAHR, UIAC, or Court decisions that do not also require other non-monetary decisions, establishes and maintain restitution accounts, and performs collection activities.

Individual tasks related to the duty.

- Conducts a thorough review of all claims information and summarizes all pertinent facts.
- Interprets and applies laws, rules, precedents, policies, procedures, and programs governing the payment of unemployment benefits to the facts.
- Performs any manual mathematical calculations needed to determine restitution amount due.
- Issues a decision, entering codes and basis information into the computer system for mailing.
- Manually computes, and uses a PC to issue and mail, restitution (re) determination from MOAHR, UIAC, or Court decisions. Enters the results and restitution detail into the unemployment insurance computer system.
- Issues credits and charges to employer accounts as appropriate.
- Prepares and/or reconciles reports associated with the establishment, maintenance, adjustment, and closure of restitution.
- Performs restitution collection activities.
- Responds to inquires/correspondence related to specific restitution due to questions of a general nature.

Duty 5

General Summary of Duty 5 **% of Time** 3%

Assess labor disputes, school denial periods, and other non-monetary issues involving multiple claimants, as directed, and performs activities to comply with a multi-claimant decision.

Individual tasks related to the duty.

- Reviews issues of eligibility/qualification involving multiple claimants. Takes statements from claimants; obtains information from employer's representatives, labor organizations, and other parties, as needed, on issues involving multiple claimants, such as labor disputes.
- Thoroughly reviews all source documents and computer system information submitted/obtained on the multi-claimant issue.
- Summarizes for the record all pertinent facts.
- Applies unemployment insurance laws, regulations, rules, precedents, programs, procedures and policies to facts of the multi-claims case and makes the non-monetary/monetary determination, (re) determination or reconsideration utilizing the unemployment insurance computer system. In the process, resolves all related/accompanying issues such as the establishment of restitution, charges of credits to an employer's account, authorization of payments, or adjustment of payments.
- Generates/issues non-monetary and if applicable, accompanying monetary determination, (re) determination, or reconsideration by entering relevant data into the computer system and entering required codes.

Duty 6

General Summary of Duty 6 **% of Time** 2%

Reviews record based on system reports, reviews adjudication and other unemployment insurance reports or other information and takes appropriate or necessary action as determined or directed.

Individual tasks related to the duty.

- Reviews system reports, providing information such as underpayments, charges to employer accounts that are no longer liable or active, etc. and reconciles reports by performing necessary correction activities or refers for appropriate action.
- Issues credit adjustments and charges to employer accounts, using mathematical computation, and issues adjustment checks.
- Refers claims with issues as identified in reports, or through other means, to appropriate area for action.
- Reviews any adjudication or other unemployment insurance reports on regular basis as provided, or as directed.
- Takes necessary action as determined, or as directed, based on type, purpose, and information contained in report.

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

It is the responsibility of this position to determine the type of claim for which the claimant is potentially eligible and, therefore should file. If that information is incorrect, it will almost always delay the decision on the claim and, if otherwise eligible and qualified, claimants' benefit payment.

This position assists the claimant in completing quarterly wage affidavits, which are used to establish a claim in the absence of wage information from the employer. When assisting, this position must decide, based on law and procedure, which wages qualify to be used in the computation of unemployment benefits. If the information is incorrect, the result can be restitution of benefits paid based on the wage affidavit.

This position determines, based on the situation presented by the claimant and further questioning, what additional referrals may be made to assist the claimant. Inappropriate decisions, regarding which agencies claimant should be referred, can result in a delay of assistance for the claimant or, the claimant not receiving the additional assistance available.

This position must properly identify the issues of a case in order to decide what portions of the Michigan Employment Security Act apply. If this identification is correct, the determination issued will also be incorrect. Although the claimant or employer has the right to protest such determination, this is a time-consuming process and if the claimant would have been eligible for benefits, the claimant's payments are also delayed.

This position is responsible for determining that the fact finding on a contested claim or questionable issue is complete. If a (re) determination is made with insufficient information, it can lead to an erroneous conclusion. This could cause benefits payable to a claimant to be delayed, or benefits incorrectly paid to a claimant, thereby increasing the charges to an employer account.

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

The backdating of a claim, without a claimant statement and an accompanying non-monetary determination requires supervisory review (and approval) at the lower levels of this position.

The payment of any weeks other than the prior two weeks, without a claimant statement and an accompanying non-monetary determination, requires a supervisory review (and approval) at the lower levels of this position.

Essentially the higher levels of this position work independently and do not require any specific reviews of decisions made in the course of the work, unless directed otherwise in a particular situation. However, the position may often consult with supervision on claims cases in situations such as: the fact finding produces extremely difficult sets of information from the employer and the claimant, making the identification of the issue and the decision complicated; fact finding results in a potential internal security issue that must be handled and referred with strict confidentiality, requiring the involvement of supervision.

18. What kind of physical effort is used to perform this job? What environmental conditions is 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 can experience sudden high levels of unemployment, large numbers of claimants to service at one time by telephone, and dramatic increase or fluctuation without warning in the unemployment claims workload. Usually higher levels of unemployment and workloads result in an increase in the number of customers to be services and issues to adjudicate. This causes large numbers of claims cases to be pending; which results in considerable overtime during the week, on weekends and holidays; and more pressure to elevate production. In addition, these fluctuations can last weeks to several months causing stressful working conditions.

Due to the nature of the work, this position must interact by telephone with claimants who are unemployed or employers who are concerned about their tax rates. As results, this may cause claimants to be anxious, irate, and despondent over the loss of a job or their financial situation or the employers to be anxious or irate because of the tax rate. This position has direct contact with both the agency staff and those they service daily-claimants, employers, and the public. This can be a very stressful and intense environment in which to work during the course of the work week.

Use of personal computer for data entry and other work-related duties.

Use of hands-free headset while obtaining and data entering customer information for claims processing may be required.

Repetitive hand and arm movements while using computer keyboard may occur.

Extended periods of restricted movement in a small work area may occur.

Some travel may be required.

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. (If more than 10, list only classification titles and the number of employees in each classification.)

<u>NAME</u>	<u>CLASS TITLE</u>	<u>NAME</u>	<u>CLASS TITLE</u>

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

Complete and sign service ratings.

Assign work.

Provide formal written counseling.

Approve work.

Approve leave requests.

Review work.

Approve time and attendance.

Provide guidance on work methods.

Orally reprimand.

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?

This position performs a wide range of unemployment claims activities and a wide range of activities involving the adjudication of monetary and non-monetary determinations, (re)determinations, and reconsiderations on contested claims and questionable issues that affect the rights of claimants of unemployment benefits. These activities, essential duties, and responsibilities of this position include:

Taking claims of various types and processing these claims; certifying eligibility requirements and the authorization of payment; interviewing claimants, employers, and other interested parties for fact finding on contested or questionable claims issues; obtaining information from employers and other interested parties; making and issuing determinations; establishing and maintaining restitution accounts and performing collection activities; processing appeals; reviewing and analyzing cases of contested/questionable claims and protests to determine if sufficient fact finding has been conducted; referring claims cases/ protests to other staff for additional information gathering, or completing the initial fact-finding; reviewing all information submitted and received on the contested claim questionable issue or protest and summarizing all pertinent facts for the record; applying the unemployment insurance laws, regulations, rules, programs, policies, procedures, and precedents to the facts of the claims case; making and issuing the monetary/non-monetary determination, (re)determination, or reconsideration; resolving all related/accompanying issues on a non-monetary claims case, such as authorization of payments, adjustment of payments, etc.; reviewing MOAHR, UIAC and Court decisions, ensuring that all information is present or obtaining additional information needed, issuing and computing generating monetary/non-monetary, (re)determinations to comply with appeals decisions rendered; appearing at hearings as a witness on behalf of the agency; assessing labor disputes, school denial periods, issues involving multiple claimants, etc, and performing non-monetary activities by making and issuing the monetary/non-monetary determinations, (re) determinations, or reconsideration; reviewing suspected fraud cases, taking appropriate action, referring to other agency departments, issuing (re) determination to comply with agency recommendations on fraud cases; providing and referring claimants, employers and the general public to other agency services and other agencies; prompting agency programs and services.

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

None

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

The Unemployment Insurance program has a central administrative office with Centers and Local Offices stationed throughout the State of Michigan. These offices provide full unemployment insurance services to claimants, employers, interested parties, and the public. Such services include information regarding unemployment insurance laws and programs, referral to other bureau areas or other agencies, claims filing and processing, claims decisions (monetary and non-monetary determinations), certification and authorization of unemployment benefit payments, appeals processing and hearings.

The office work area has several major functions: claims taking and processing, (monetary/non-monetary) determinations, and payment.

This position, at the 8 level has primary responsibility for all initial claim intake and monetary (re) determination functions and, at the 9 and E10 levels, the adjudication function; analysis of the case facts; application of the unemployment laws, regulation, rules, policies, procedures, and precedents to the facts; and issuance of the monetary/non-monetary determination, (re) determination or reconsideration.

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 credit hours) from an accredited degree-granted institution.

EXPERIENCE:

Unemployment Insurance Examiner 8 (Entry Level)

No specific type or amount is required.

Unemployment Insurance Examiner 9 (Intermediate Level)

One year of experience as an Unemployment Insurance Examiner 8

OR

Two years of experience as an Unemployment Claims Interviewer 8

Unemployment Insurance Examiner E10 (Experienced Level)

One year of experience as an Unemployment Insurance Examiner 9, an Unemployment Claims Examiner 9, or an Unemployment Claims Interviewer E10

OR

Two years of experience as a UCI 9

Alternate Education and Experience for the 8 Level

Any of the following experience may substitute for the education requirement.

Four years of office experience support experience involving public contacts in the Unemployment insurance agency, two years of which is at the experienced (E7) level.

OR

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, two years of which is equivalent to the experienced level in state service.

KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of federal and state laws, rules, regulations, and procedures relating to unemployment compensation.

Knowledge of laws, regulations, rules programs, policies, procedures, and terminology of various state and federal unemployment compensation programs.

Knowledge of labor-management relations.

Knowledge of federal and state programs available to claimants ineligible for unemployment compensation benefits.

Knowledge of 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, (re) determinations, 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 interact effectively with customers from varying backgrounds.

Ability to respond to inquiries from co-workers, employers, claimants and other 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.

Ability to obtain information under favorable circumstances including the gathering of information from potentially hostile and otherwise confrontational claimants and employers.

CERTIFICATES, LICENSES, REGISTRATIONS:

None

NOTE: Civil Service approval of this position does not constitute agreement with or acceptance of the desirable qualifications for 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's Signature

Date

TO BE FILLED OUT BY APPOINTING AUTHORITY

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

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

Appointing Authority Signature

Date

TO BE FILLED OUT BY EMPLOYEE

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's Signature

Date

NOTE: Make a copy of this form for your records.