

Position Summary

This summary describes the organization, duties, and requirements of a State of Michigan vacancy.

Position Code: UNEMALTEB19R

Civil Service Class and Level: UNEMPLOY INSURANCE ANALYST-E

Working Title (What the agency calls the position): Community Partner Ambassador 9-11

Name and Position Code Description of Direct Supervisor: VACANT; UNEMPLOY INSURANCE MANAGER-2

Department/Agency: LEO-LABOR AND ECON OPPORTUNITY

Bureau (Institution, Board, or Commission): Labor and Economic Opportunity (LEO)

Division: Benefits Customer Service

Section: Community Partner Program

Unit:

Work Location (City and Address)/Hours of Work: TBD / 8-5 Monda-Friday

General Summary of Function/Purpose of Position: This position will act as a Community Partner Program Ambassador for the Unemployment Insurance Agency (UIA). This position will support all populations by working with all interested parties (including but not limited to community-based organizations, claimants, employers, internal staff from other sectors of UIA) aiding in assistance and education about unemployment programs and services. This position will represent the division and the agency by attending in-person and virtual meetings with internal and external customers. Employees in this job will perform a variety of activities in walk-in locations, work processing locations, community events and/or administration offices in the provision of the unemployment claims services to claimants, employers, and the public in accordance with the Michigan Employment Security (MES) Act, and established methods and procedures.

Assigned duties and tasks for each duty.

Duty 1: Interacts with claimants and employers in-person at community partner sites and by telephone, mail, fax, or other electronic methods and takes and processes various types of unemployment claims..

- 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 claimants.
- Reviews weekly certifications of unpaid claims and determines whether the requirements for obtaining benefits have been met.
- Correct information and authorize 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 findings 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 and employer statements into a computer system while interviewing by telephone or in-person.
- Generates all necessary inquiries to claimant, employers, and interested parties to secure any information needed to make a (re)determination on a monetary/non-monetary issue(s).
- Assembles for the record, all pertinent documents
- Reviews claims information received and takes appropriate steps to obtain additional or rebuttal information.

Duty 2: Support all populations by working with community -based organizations, providing assistance and education regarding unemployment programs.

- Work closely with community organizations to identify specific barriers their community is experiencing and providing solutions for expanding access to unemployment.
- Establish and maintain positive, productive working relationships with community advocates, governmental and nonprofit organizations.
- Attend relevant community meetings and participate in relevant councils and committees.
- Comprehensively assess and serve local communities, both claimants and employers.
- Serve as a resource to area employers for education and hands on assistance with layoffs
- Deliver education, information, and training to community groups, claimants, and/or employers
- Represent the division and the agency at meetings with internal and external customers.

Duty 3: Makes and issues non-monetary/monetary determinations, (re)determinations, and reconsideration on contested unemployment claims and questionable issues.

- 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 judgement in referring cases to the investigation unit for prosecution or investigation of potential fraud or collusion as warranted.

Types of decisions made independently and whom or what those decisions affect: 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 incorrect, 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 the claimant to be delayed, or benefits incorrectly paid to a claimant, thereby increasing the charges to an employer account.

Types of decisions that require the supervisor's review: Issues of political or sensitive nature

Decisions that would impact, change, or contradict established department policy or procedures, administrative rules, and existing law.

Any expenditures related to materials and/or travel

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.

Physical effort used to perform this job and environmental conditions of this position: Extensive travel, a valid driver's license, personal vehicle insurance, eligibility to drive, and reliable transportation are required. May require work outside of normal working hours, attending evening and weekend community events and meetings. Nature of work requires an ability to effectively communicate and exchange information, collect, compile and prepare work documents operating standard business office equipment and software. While performing the duties of this job, the employee is regularly required to sit, use hands to finger, handle, or feel; talk and hear. The employee is occasionally required to stand; walk; reach with hands and arms; and stop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision, and the ability to adjust focus, especially due to concentration on a computer screen and small numbers.

This position can experience sudden high levels of unemployment, large numbers of claimants to service at one time and dramatic increases 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 serviced 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.

This position will include some work from home/remote days. The employee must have designated work area, working WIFI, and follow the agency's policy regarding remote work site.

Names and classes and levels of employees whom this position immediately supervises:

The essential functions of this position: This position will act as a Community Partner Ambassador for the Unemployment Insurance Agency (UIA). This position will support all populations by working with all interested parties (including but not limited to community-based organizations, claimants, employers, internal staff from other sectors of the UIA) aiding in assistance and education about unemployment programs, including statewide Local Office locations. This position will represent the division and the agency by attending in - person and virtual meetings with internal and external customers. Employees in this job will perform a variety of activities in walk-in locations, work processing locations, community events and/or administration offices in the provision of the unemployment claims services to claimants, employers, and the public in accordance with the Michigan Employment Security (MES) Act, and established methods and procedures.

The function of the position's work area and how it fits 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), certifications, and authorization of unemployment benefit payments, appeals processing and hearings.

This position will have responsibility for all initial claim intake and monetary (re) determination functions and the adjudication function; analysis of the case facts; application of unemployment laws, regulation, rules, policies, procedures, and precedents to the facts; and issuance of the monetary/non-monetary determination, redetermination or reconsideration. This position will have the responsibility of working with community partners to aid community partners in the assistance and education about unemployment programs.

Minimum education, experience, and credentials typically needed to perform the position's essential functions:

EDUCATION:

Possession of a bachelor's degree in any major.

EXPERIENCE:

Unemployment Insurance Analyst 9

No specific type or amount is required.

Unemployment Insurance Analyst 10

One year of professional experience involving the evaluation, planning and implementation of unemployment insurance programs equivalent to an Unemployment Insurance Analyst 9.

Unemployment Insurance Analyst P11

Two years of professional experience involving the evaluation, planning and implementation of unemployment insurance programs equivalent to an Unemployment Insurance Analyst, including one year equivalent to an Unemployment Insurance Analyst 10.

Alternate Education and Experience

Unemployment Insurance Analyst 9 - 12

Educational level typically acquired through completion of high school and the equivalent of at least two years of full-time active-duty experience at or above the E-6 level in the uniformed services may be substituted for the education requirement.

KNOWLEDGE, SKILLS, AND ABILITIES:

- Knowledge of processing, adjudication, and payment of unemployment compensation claims.
- 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 federal and state programs available to claimants eligible for unemployment compensation benefits.
- 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 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 follow oral and written instructions.
- 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 others relating to the payment of unemployment benefits.
- Ability to maintain favorable public relations
- Ability to effectively present information and respond to questions from target groups, stakeholders,

managers, clients, customers, and the general public.

- Ability to travel regionally to present and engage with identified target groups.
- Ability to build strong relations and maintain favorable partnerships.
- Bilingual a plus.

CERTIFICATES, LICENSES, REGISTRATIONS:

Fingerprinting