

**MICHIGAN CIVIL SERVICE COMMISSION
JOB SPECIFICATION**

UNEMPLOYMENT INSURANCE ANALYST

JOB DESCRIPTION

Employees in this job complete and oversee a variety of professional research and analysis assignments to evaluate, assess, plan, develop, and implement unemployment insurance programs, functions, and services.

There are five classifications in this job.

Position Code Title – Unemployment Insurance Analyst (Departmental Trainee)-E

Unemployment Insurance Analyst (Departmental Trainee) 9

This is the entry level and serves as a parallel classification to the Unemployment Insurance Analyst 9 for classified state employees who do not possess a degree. The work performed is identical to an entry-level Unemployment Insurance Analyst 9; i.e., the employee carries out a range of professional unemployment insurance analyst assignments while learning the methods of the work.

Position Code Title – Unemployment Insurance Analyst-E

Unemployment Insurance Analyst 9

This is the entry level. The employee carries out a range of professional unemployment insurance analyst assignments while learning the methods of the work.

Unemployment Insurance Analyst 10

This is the intermediate level. The employee carries out an expanding range of professional unemployment insurance analyst assignments in a developing capacity.

Unemployment Insurance Analyst P11

This is the experienced level. The employee performs a full range of professional unemployment insurance analyst assignments in a full-functioning capacity. Considerable independent judgment is required to carry out assignments that have significant impact on services or programs. Guidelines may be available, but require adaptation or interpretation to determine appropriate courses of action.

Position Code Title – Unemployment Insurance Analyst-A

Unemployment Insurance Analyst 12

This is the advanced level. The employee may function as a lead worker or senior worker. At this level, employees are responsible for overseeing the work assignments of other professionals or have regular assignments which have been recognized by Civil Service as having significantly greater complexity than those assigned at the experienced level.

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NOTE: Employees generally progress through this series to the experienced level based on satisfactory performance and possession of the required experience.

JOB DUTIES

NOTE: The job duties listed are typical examples of the work performed by positions in this job classification. Not all duties assigned to every position are included, nor is it expected that all positions will be assigned every duty.

Analyzes and evaluates unemployment insurance functions such as employer taxes and benefit payment operations to measure compliance with state and federal requirements and agency operating standards and procedures; identifies problems and deficiencies and recommends appropriate corrective action.

Designs and conducts evaluations, surveys, or special studies to determine unemployment insurance program needs and to assist in the planning, implementing, and control of unemployment claims programs.

Provides technical assistance to branch offices, agency staff, governmental agencies, and the public on technical aspects of unemployment insurance benefit programs and in the interpretation of the laws, policies, and rules governing the programs.

Investigates and researches solutions to problems posed by claimants and employers pertaining to unemployment benefit claims and taxation.

Prepares training materials and conducts in-service staff training to implement new programs, procedures, automated systems, or operating changes in established programs.

Develops and revises operating procedures and forms to reflect changes in state and federal requirements and agency practices and standards.

Assesses the social, economic, political, operational, and organizational implications of existing and proposed policy and program decisions.

Develops program plans for an assigned area of responsibility, including the study and analysis of program data, formulation of policy and program budget preparation, and the determination of necessary automated data systems modifications.

Serves as a liaison and coordinates unemployment insurance programs with state and federal agencies, private or public organizations, and communities in an assigned area.

Develops and recommends alternative state and agency strategies to address and resolve a variety of issues and problems related to unemployment insurance programs.

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Prepares administrative program releases, updates operating manuals, and designs and revises forms and informational pamphlets.

Maintains records, and prepares reports and correspondence related to the work.

May assist in the training of new employees.

Performs related work as assigned.

Additional Job Duties

Unemployment Insurance Analyst 12 (Lead Worker)

Oversees the work of professional staff by making and reviewing work assignments, establishing priorities, coordinating activities, and resolving related work problems.

Unemployment Insurance Analyst 12 (Senior Worker)

Performs on a regular basis professional unemployment insurance analyst assignments which are recognized by Civil Service as more complex than those assigned at the experienced level.

JOB QUALIFICATIONS

Knowledge, Skills, and Abilities

NOTE: Some knowledge in the area listed is required at the entry level, developing knowledge is required at the intermediate level, considerable knowledge is required at the experienced level, and thorough knowledge is required at the advanced level.

Knowledge of management methods, practices and procedures, including methods development, cost analysis, procedural manuals, training materials, operating controls, records and reports, and applicable studies for evaluating pertinent programs or services.

Knowledge of the principles of administrative management, including office procedures and reporting, finance of unemployment insurance programs and services, and program budgeting techniques.

Knowledge of the legislative process and governmental organization and structure as it applies to unemployment insurance programs.

Knowledge of the economic, social, political, and business conditions of the state.

Knowledge of the principles of methods, systems, and operational analysis.

Ability to analyze, synthesize, and evaluate a variety of data for use in program development and analysis.

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Ability to analyze and assess operations from the standpoint of management controls, systems and procedures.

Ability to develop program procedures, policies and guidelines.

Ability to organize, evaluate, and present information effectively.

Ability to interpret and apply laws, rules, and regulations applicable to the work.

Ability to formulate plans, procedures, and controls in a program or service area.

Ability to input, maintain, and retrieve data from computer systems.

Ability to maintain records, and prepare reports and correspondence related to the work.

Ability to communicate effectively with others.

Ability to maintain favorable public relations.

Ability to prepare and select training materials.

Additional Knowledge, Skills, and Abilities

Unemployment Insurance Analyst 12 (Lead Worker)

Ability to organize and coordinate the work of others.

Ability to set priorities and assign work to other professionals.

Working Conditions

Employees may be required to travel to temporary and/or itinerant work sites to adjudicate unemployment benefits.

Some jobs require an employee to work in a hostile environment.

Physical Requirements

The job duties require an employee to stand for long periods.

The job duties require an employee to work under stressful conditions.

Education

Possession of a bachelor's degree in any major.

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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.

Unemployment Insurance Analyst 12

Three 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 P11.

Education and Experience for Unemployment Insurance Analyst (Departmental Trainee) 9

Education

Educational level typically acquired through completion of high school.

Experience

Administrative Support Experience

Two years of E10- or E11-level experience.

OR

Four years of advanced or supervisory 9-level, or Senior Executive Management Assistant 9 experience.

OR

Two years of advanced or supervisory 10-level experience.

OR

One year of advanced or supervisory 11-level (or higher) experience.

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Business and Administrative Experience

Two years of E9- or E10-level experience.

OR

One year of advanced or supervisory 10-level (or higher) experience.

Human Services Experience

Two years of E9- or 10-level paraprofessional* or nursing experience.

OR

Two years of E10- or E11- or supervisory 10-level experience.

OR

One year of advanced or supervisory 11-level (or higher) experience.

Engineering and Scientific Experience

Two years of E10-, E11-level or supervisory 10-level experience.

OR

One year of advanced or supervisory 11-level (or higher) experience.

Safety, Security and Regulatory Experience

Two years of E11-level experience.

OR

Two years of advanced or supervisory 10-level experience.

OR

One year of advanced or supervisory 11-level (or higher) experience.

*Paraprofessional classifications are those requiring an associate's degree or two years of college.

Educational Substitution

College credits may be substituted on a proportional basis (one year of college education may substitute for one quarter of the required experience) for up to one half of the required experience.

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Special Requirements, Licenses, and Certifications

None

NOTE: Equivalent combinations of education and experience that provide the required knowledge, skills, and abilities will be evaluated on an individual basis.

JOB CODE, POSITION TITLES AND CODES, AND COMPENSATION INFORMATION

| <u>Job Code</u> | <u>Job Code Description</u> | | |
|--|------------------------------------|----------------------------|--|
| UNEMINALT | Unemployment Insurance Analyst | | |
| <u>Position Title</u> | <u>Position Code</u> | <u>Pay Schedule</u> | |
| Unemployment Insurance Analyst (Departmental Trainee)-E | UNEMNTRE | NERE-002P | |
| Unemployment Insurance Analyst-E | UNEMALTE | E42-011 | |
| Unemployment Insurance Analyst-A | UNEMALTA | E42-014 | |

ECP Group 2
Revised 7/11/06
TeamLeaders