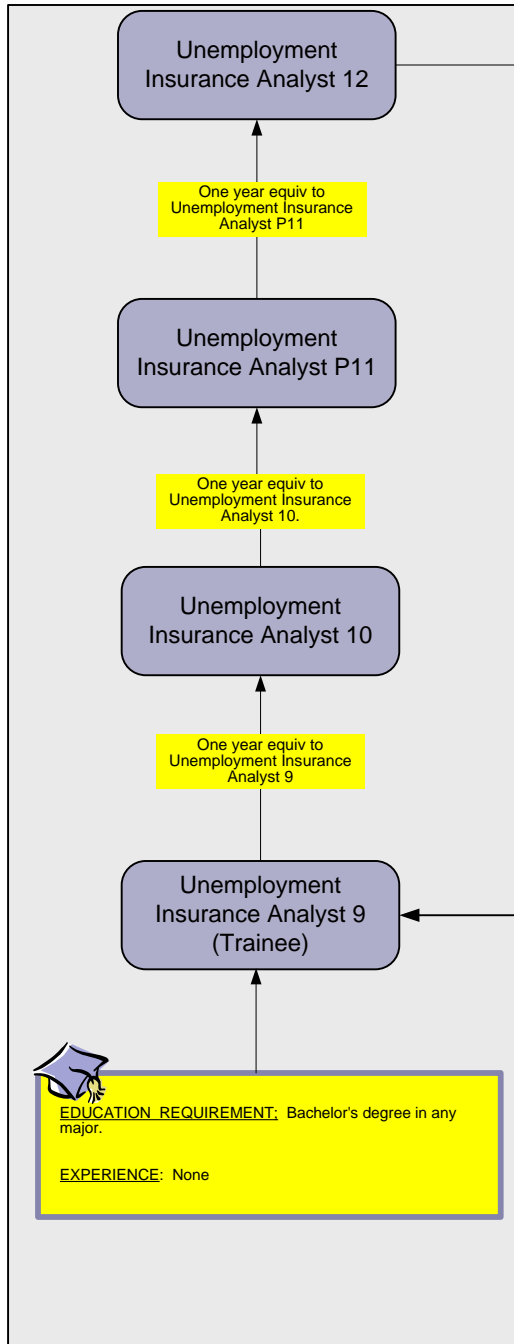


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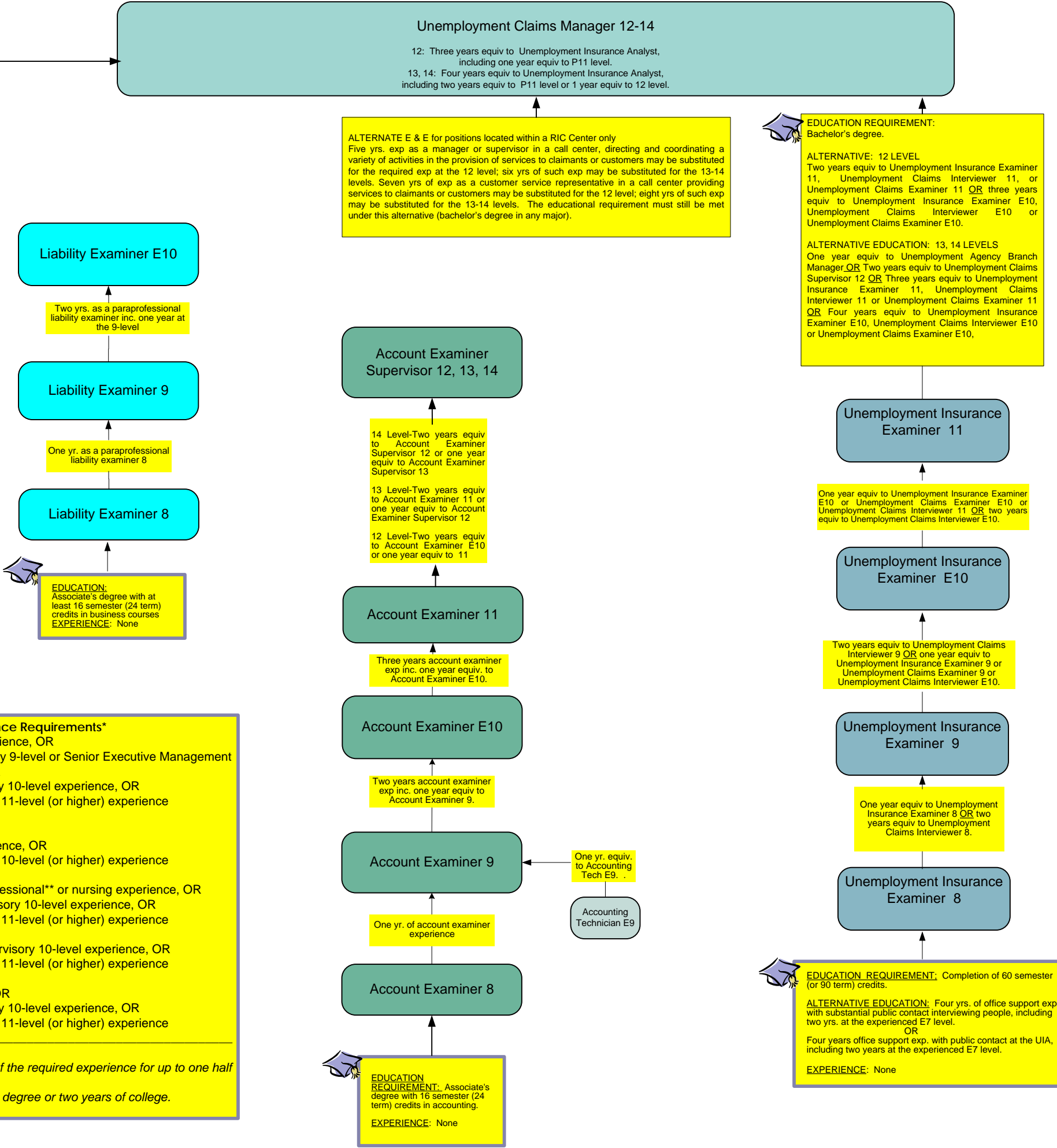
Unemployment Insurance Agency Career Paths (Revised June 2010)



EDUCATION REQUIREMENT: Bachelor's degree in any major.
EXPERIENCE: None

Minimum Departmental Trainee Experience Requirements*	
Administrative Support:	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
Business and Administrative:	Two years of E9- or E10-level experience, OR One year of advanced or supervisory 10-level (or higher) experience
Human Services:	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:	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	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

*One year of college education may be substituted for one quarter of the required experience for up to one half of the required experience.
**Paraprofessional classifications are those requiring an associate's degree or two years of college.



Unemployment Claims Manager 12-14
12: Three years equiv to Unemployment Insurance Analyst, including one year equiv to P11 level.
13, 14: Four years equiv to Unemployment Insurance Analyst, including two years equiv to P11 level or one year equiv to 12 level.

ALTERNATE E & E for positions located within a RIC Center only
Five yrs. exp as a manager or supervisor in a call center, directing and coordinating a variety of activities in the provision of services to claimants or customers may be substituted for the required exp at the 12 level; six yrs of such exp may be substituted for the 13-14 levels. Seven yrs of exp as a customer service representative in a call center providing services to claimants or customers may be substituted for the 12 level; eight yrs of such exp may be substituted for the 13-14 levels. The educational requirement must still be met under this alternative (bachelor's degree in any major).

EDUCATION REQUIREMENT: Bachelor's degree.

ALTERNATIVE: 12 LEVEL
Two years equiv to Unemployment Insurance Examiner 11, Unemployment Claims Examiner 11 OR three years equiv to Unemployment Insurance Examiner E10, Unemployment Claims Interviewer E10 or Unemployment Claims Examiner E10.

ALTERNATIVE EDUCATION: 13, 14 LEVELS
One year equiv to Unemployment Agency Branch Manager OR Two years equiv to Unemployment Claims Supervisor 12 OR Three years equiv to Unemployment Insurance Examiner 11, Unemployment Claims Interviewer 11 or Unemployment Claims Examiner 11 OR Four years equiv to Unemployment Insurance Examiner E10, Unemployment Claims Interviewer E10 or Unemployment Claims Examiner E10.

EDUCATION REQUIREMENT: Associate's degree with 16 semester (24 term) credits in accounting.
EXPERIENCE: None

EDUCATION REQUIREMENT: Completion of 60 semester (or 90 term) credits.
ALTERNATIVE EDUCATION: Four yrs. of office support exp. with substantial public contact interviewing people, including two yrs. at the experienced E7 level.
OR
Four years office support exp. with public contact at the UIA, including two years at the experienced E7 level.
EXPERIENCE: None