

MICHIGAN CIVIL SERVICE COMMISSION
JOB SPECIFICATION

UNEMPLOYMENT CLAIMS MANAGER

JOB DESCRIPTION

Employees in this job direct and coordinate a variety of activities in the provision of unemployment insurance services to claimants, employers, interested parties, and the public, sometimes in a call/service center environment. The work requires knowledge of the policies, procedures, and regulations related to unemployment insurance, and supervisory techniques, personnel policies, and procedures. Under general supervision, the employee works within general methods and procedures and exercises considerable independent judgment to select appropriate courses of action.

There are three classifications in this job. The classification level is determined by the application of the Professional Managerial Position Evaluation System.

Position Code Title - Unemployment Claims Manager-1

Unemployment Claims Manager 12

The employee functions as a first-line professional manager of a professional-equivalent position in a standard work area.

Position Code Title - Unemployment Claims Manager-2

Unemployment Claims Manager 13

The employee functions as a first-line professional manager of professional and/or professional-equivalent positions in a standard work area.

Position Code Title - Unemployment Claims Manager-3

Unemployment Claims Manager 14

The employee functions as a second-line professional manager of professional and/or professional-equivalent positions in a standard work area.

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.

Selects and assigns staff, ensuring equal employment opportunity in hiring and promotion.

Coordinates activities by scheduling work assignments, setting priorities, and directing the work of subordinate employees.

Evaluates and verifies employee performance through the review of completed work assignments and work techniques.

Identifies staff development and training needs, assists in the development of in-service training, and ensures that training is obtained for staff.

Ensures that proper labor relations and conditions of employment are maintained.

Directs and coordinates claims processing, determination, fact finding, fraud investigation, payment processing, adjudication, redetermination, and appeal of unemployment compensation benefits.

Implements programs, policies, and projects as assigned.

Participates in establishing objectives, goals, and priorities; and develops operating policies and implementation methods.

Interprets and clarifies unemployment insurance laws, regulations, policies, and procedures to staff, employers, claimants, other agencies, government entities and officials, and the general public.

Ensures that staff complies with unemployment insurance laws, regulations, policies, procedures, and standards.

Informs management, employees, and interested community-based organizations of changes in unemployment insurance programs and/or procedures.

Monitors team reports, directs necessary action, and informs upper management of pertinent information.

Monitors usage of a variety of technologies.

Participates in the development, administration, and monitoring of budget allocations.

Maintains records, prepares reports, and composes correspondence relative to the work.

May occasionally perform any task assigned to subordinate staff, consistent with any licensing or certification requirements.

Performs related work as assigned.

JOB QUALIFICATIONS

Knowledge, Skills, and Abilities

NOTE: Considerable knowledge is required at the 12 level and thorough knowledge is required at the 13 and 14 levels.

Knowledge of training principles and supervisory techniques.

Knowledge of employee policies and procedures.

Knowledge of equal employment opportunity policies and procedures.

Knowledge of the principles, techniques, and tools of administrative management.

Knowledge of the techniques of conducting informational interviews.

Knowledge of the rights and obligations of claimants.

Knowledge of programs, policies, procedures, and terminology relevant to the work.

Knowledge of computer systems and programs.

Knowledge of budget and fiscal planning.

Ability to instruct, direct, motivate, and evaluate employees.

Ability to perform counseling and discipline.

Ability to interpret laws, rules, regulations, and procedures pertinent to the work.

Ability to analyze and assess data, personnel concerns, and agency operations and make recommendations for changes.

Ability to evaluate and experiment with re-engineering processes and implement changes to improve the quality of service.

Ability to maintain favorable staff and public relations.

Ability to communicate effectively.

Working Conditions

The work may require travel to other locations to attend meetings, training, etc., in all types of weather conditions.

Some jobs require working long hours for extended periods of time.

Physical Requirements

None

Education

Possession of a bachelor's degree in any major.

Experience

Unemployment Claims Manager 12

Three years of professional experience involving unemployment insurance activities equivalent to an Unemployment Insurance Analyst, including one year equivalent to an Unemployment Insurance Analyst P11.

Unemployment Claims Manager 13 - 14

Four years of professional experience involving unemployment insurance activities equivalent to an Unemployment Insurance Analyst, including two years equivalent to an Unemployment Insurance Analyst P11 or one year equivalent to an Unemployment Insurance Analyst 12.

Alternate Education and Experience

Unemployment Claims Manager 12 - 14

For positions located within a Remote Initial Claims Center(RICC) only:

Five years of experience 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 experience at the 12 level; six years of such experience may be substituted for the 13-14 levels. Seven years of experience as a customer service representative in a call center providing services to claimants or customers may be substituted for the 12 level; eight years of such experience may be substituted for the 13-14 levels. The educational requirement must still be met under this alternative (bachelor's degree in any major).

Unemployment Claims Manager 12

Three years of experience equivalent to an Unemployment Claims Examiner E10, Unemployment Claims Interviewer E10, or Unemployment Insurance Examiner E10; or, two years equivalent to an Unemployment Claims Examiner 11, Unemployment Claims Interviewer 11, or Unemployment Insurance Examiner 11 may be substituted for the education and experience requirements.

Unemployment Claims Manager 13 - 14

Four years of experience equivalent to an Unemployment Claims Examiner E10, Unemployment Claims Interviewer E10, or Unemployment Insurance Examiner E10; three years equivalent to an Unemployment Claims Examiner 11, Unemployment Claims Interviewer 11, or Unemployment Insurance Examiner 11; two years equivalent to an Unemployment Claims Supervisor 12; or, one year equivalent to an Unemployment Agency Branch Manager at any level may be substituted for the education and experience requirements.

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

Job Code

Job Code Description

UNEMCLMGR

UNEMPLOYMENT CLAIMS MANAGER

Position Title

Position Code

Pay Schedule

Unemployment Claims Manager-

UNCLMGR1

NERE-139

1

Unemployment Claims Manager-

UNCLMGR2

NERE-142

2

Unemployment Claims Manager-

UNCLMGR3

NERE-146

3

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