

MICHIGAN CIVIL SERVICE COMMISSION  
JOB SPECIFICATION

UNEMPLOYMENT CLAIMS SUPERVISOR

JOB DESCRIPTION

Employees in this job function as first-line supervisors coordinating and directing unemployment claims activities. The employee works within general methods and procedures and exercises considerable independent judgment in selecting the proper courses of action. The work requires knowledge of the policies, procedures and regulations related to unemployment insurance, and supervisory techniques, personnel policies, and procedures.

There is one classification in this job.

Position Code Title - Unemployment Claims Supv-1

Unemployment Claims Supervisor 12

The employee functions as a first-line supervisor of Unemployment Claims Workers.

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 and ensures that training is obtained.

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

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

Directs and coordinates the payment processing, adjudication, and appeal of unemployment compensation benefits.

Implements programs, policies and projects as assigned.

Interprets and clarifies laws, policies, and procedures to staff and assures compliance.

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

Establishes and maintains positive working relationships with employers, labor groups, and the public.

Confers with workers experiencing difficulty with individual cases.

Reviews, audits, analyzes, and interprets administrative reports to assist management in the allocation of resources.

Maintains linkages and collaborations with community based organizations, including the direct supervision of co-located agency staff.

Directs the activities of out-stationed branch office staff who provide a wide range of unemployment compensation services.

Negotiates and drafts proposals to provide contractual services, as delegated by management.

Assumes responsibility for branch office operations in the branch manager's absence.

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

Extensive knowledge of programs, policies, procedures and terminology of unemployment compensation program(s).

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

Thorough knowledge of the techniques of conducting informational interviews.

Thorough knowledge of the rights and obligations of claimant about claims for unemployment compensation.

Thorough knowledge of office work and business practices.

Considerable knowledge of the Michigan Employment Security Act, regulations and procedures.

Considerable knowledge of a large variety of occupations.

Considerable knowledge of unemployment insurance computer systems and programs.

Considerable knowledge of employee policies and procedures.

Some knowledge of training and supervisory techniques.

Some knowledge of labor management relations.

Ability to instruct, direct and evaluate employees.

Ability to operate unemployment insurance computer systems and programs.

Ability to quickly assimilate oral and written data.

Ability to evaluate and effect changes in procedures and activities as required.

Ability to comprehend and interpret legal provisions, regulations and administrative policies.

Ability to apply legal principles and use precedents and decisions in the adjustment of unemployment claims.

Ability to adjust the most difficult cases.

Ability to assume responsibility for the adjudication program in a branch office.

Ability to work tactfully and diplomatically with others.

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

Ability to communicate with others, both verbally and in writing.

Ability to maintain favorable public relations.

Working Conditions

Some jobs require an employee to work in adversarial situations.

Physical Requirements

None

Education

Completion of two years of college (60 semester or 90 term credits).

Experience

Unemployment Claims Supervisor 12

Three years of experience equivalent to an Unemployment Claims Worker 8; two years equivalent to an Unemployment Claims Examiner 10 or Unemployment Claims Interviewer 10; or, one year equivalent to an Unemployment Claims Worker 9, Unemployment Claims Examiner 11, or Unemployment Claims Interviewer 11.

Alternate Education and Experience

Unemployment Claims Supervisor 12

Three years of experience equivalent to an Unemployment Claims Interviewer 10 or Unemployment Claims Examiner 10; or, two years of experience equivalent to an Unemployment Claims Worker 9, Unemployment Claims Interviewer 11 or Unemployment Claims Examiner 11 may be substituted for the education requirement.

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

UNEMCLSPV

Job Code Description

UNEMPLOYMENT CLAIMS SUPERVISOR

Position Title

Unemployment Claims Supv-1

Position Code

UNCLSPV1

Pay Schedule

NERE-274

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07/19/2015