

**MICHIGAN CIVIL SERVICE COMMISSION
JOB SPECIFICATION**

UNEMPLOYMENT INSURANCE EXAMINER

JOB DESCRIPTION

Employees in this job perform a variety of activities in call/contact centers and Central Administration Office in the provision of unemployment claims services to claimants, employers, and the general public in accordance with the Michigan Employment Security (MES) Act, and established methods and procedures.

There are four classifications in this job.

Position Code Title – Unemployment Insurance Examiner-E

Unemployment Insurance Examiner 8

This is the entry level. The employee, receiving close supervision, performs a limited range of unemployment claims processing assignments while learning work methods, processes, and procedures, and developing knowledge and skills in accordance with well-defined procedures, methods and practices.

Unemployment Insurance Examiner 9

This is the intermediate level. The employee performs an expanding range of unemployment claims processing assignments in a developing capacity. Established methods and procedures are available in the form of laws, regulations, rules, and policies governing the work performed.

Unemployment Insurance Examiner E10

This is the experienced level. The employee, receiving general supervision, performs a full range of unemployment claims processing assignments in a full-functioning capacity. Established methods and procedures are available in the form of laws, regulations, rules, and policies governing the work performed. The employee must exercise considerable independent judgement in making decisions.

Position Code Title – Unemployment Insurance Examiner-A

Unemployment Insurance Examiner 11

This is the advanced level. The employee, performing a full range of unemployment claims processing assignments, assigns, reviews, and leads the work of lower-level Unemployment Insurance Examiners. The employee may assist in training new Unemployment Insurance Examiners.

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

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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.

Interviews claimants, employers, and/or other interested parties via telephone, mail, fax, and electronic methods to determine eligibility for unemployment benefits and/or resolve unemployment claims issues.

Contacts claimants, employers, and other interested parties to obtain necessary information relative to contested/questionable unemployment claims and protests.

Processes new, additional, reopened, and continued unemployment claims as well as appeals and protests.

Makes, and issues, monetary and non-monetary (re)determinations and re-considerations, administrative error restitution determinations, and restitution determinations.

Establishes and maintains restitution accounts and performs collection activities.

Applies monetary and non-monetary decisions based on Office of Appeals, Board of Review, or court rulings.

Issues adjustments to benefits based on court orders, such as Friend of the Court deductions.

Performs re-determination of charge function on selected successive separations.

Issues credit adjustments and makes changes to employer accounts using mathematical computation.

Compiles pertinent facts related to potential unemployment insurance fraud, sets up claims cases for the audit/investigation unit, and issues (re)determinations.

Attends hearings as a witness on behalf of the Unemployment Insurance Agency.

Investigates labor disputes, school denial periods, and other non-monetary issues involving multiple claimants.

Determines eligibility for the Advocacy Program and provides program information.

Provides information to the public regarding unemployment insurance rules, regulations, procedures, forms, and appropriate information needed to complete the filing process.

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Refers claimants, employers, and the public to other work units and other state agencies, as appropriate.

Maintains electronic and other claims records.

Performs related work as assigned.

Additional Job Duties

Unemployment Insurance Examiner 11

Schedules work assignments, determines work priorities, and reviews and oversees the work of lower-level Unemployment Insurance Examiners.

Explains work instructions and develops methods and procedures to meet required needs.

Trains lower-level Unemployment Insurance Examiners.

Oversees the day-to-day operations of the worksite in the absence of the supervisor or manager.

JOB QUALIFICATIONS

Knowledge, Skills, and Abilities

NOTE: Some knowledge in the areas 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 federal and state laws, rules, regulations, policies, programs, procedures, and terminology relating to unemployment compensation.

Knowledge of labor-management relations.

Knowledge of federal and state programs available to claimants ineligible for unemployment compensation benefits.

Knowledge of the processing, adjudication, and payment of unemployment compensation claims.

Knowledge of adjudication and payment computer application.

Knowledge of informational and fact-finding interview techniques.

Knowledge of office work, business practices, and business office machines.

Ability to apply unemployment compensation laws, regulations, rules, precedents, and policies.

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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 investigate and analyze data to determine facts and draw reasonable conclusions.

Ability to interpret employer records as submitted for unemployment benefit claims consideration.

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 perform mathematical computations in the adjudicating and/or processing of unemployment claims.

Ability to follow oral and written instructions.

Ability to develop and utilize computer skills for data entry, review, issuance of monetary and non-monetary decisions, and other computer-related work.

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 obtain information under unfavorable circumstances including the gathering of information from potentially hostile and otherwise confrontational claimants and employers.

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 maintain electronic and other records and prepare reports.

Ability to communicate effectively.

Additional Knowledge, Skills, and Abilities

Unemployment Insurance Examiner 11

Knowledge of the computerized benefits and related systems for unemployment claims payment.

Knowledge of unemployment compensation on-the-job-training techniques.

Ability to train, guide, and evaluate the work of lower-level Unemployment Insurance Examiners regarding the processing, adjudication, or payment of unemployment benefits.

Ability to explain instructions and guidelines to others effectively.

Ability to prioritize, organize, assign, and coordinate the work of lower-level Unemployment Insurance Examiners.

Ability to organize and coordinate the work of the unit.

Ability to oversee daily operations in absence of supervisor/manager.

Working Conditions

Some travel may be required.

Some overtime may be required.

Physical Requirements

None.

Education

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

Experience

Unemployment Insurance Examiner 8

No specific type or amount is required.

Unemployment Insurance Examiner 9

Two years of experience equivalent to an Unemployment Claims Interviewer 8 or one year equivalent to an Unemployment Insurance Examiner 8.

Unemployment Insurance Examiner E10

Two years of experience equivalent to an Unemployment Claims Interviewer 9 or one year equivalent to an Unemployment Insurance Examiner 9, Unemployment Claims Examiner 9, or Unemployment Claims Interviewer E10.

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Unemployment Insurance Examiner 11

Two years of experience equivalent to an Unemployment Claims Interviewer E10 or one year equivalent to an Unemployment Insurance Examiner E10, Unemployment Claims Examiner E10, or Unemployment Claims Interviewer 11.

Alternate Education and Experience

Unemployment Insurance Examiner 8

Four years of office support experience involving public contacts in the Unemployment Insurance Agency, including two years equivalent to the experienced (E7) level may be substituted for the education requirement.

Four years of office support experience with substantial public contacts interviewing people to obtain substantive information for decision making in a business or industrial setting, including two years equivalent to the experienced (E7) level 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

UNEMINEXM

Job Code Description

Unemployment Insurance Examiner

Position Title

Unemployment Insurance Examiner-E

Position Code

UNINEXME

Pay Schedule

E42-002

Unemployment Insurance Examiner-A

UNINEXMA

E42-005