

**MICHIGAN CIVIL SERVICE COMMISSION
JOB SPECIFICATION**

UNEMPLOYMENT INSURANCE ANALYST

JOB DESCRIPTION

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

Position Code Title - Unempl Ins Analyst Trainee-E

Unemployment Insurance Analyst (Departmental Trainee) 9

This is the trainee level and a parallel classification to the Unemployment Insurance Analyst-E for classified state employees who do not possess a degree.

Position Code Title - Unemploy Insurance Analyst-E

Unemployment Insurance Analyst 9

This is the entry level. The employee performs 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 performs 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. Considerable independent judgment is used to make decisions in carrying 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 - Unemploy Insurance Analyst-A

Unemployment Insurance Analyst 12

This is the advanced level. The employee functions as a lead worker overseeing the work of lower-level Unemployment Insurance Analysts and performing experienced-level Unemployment Insurance Analyst assignments; or as a senior worker performing the most complex professional assignments.

NOTE: Employees can progress to the experienced level based on satisfactory performance and possessing required experience.

JOB DUTIES

NOTE: Listed job duties are typical examples of work of positions in this classification. Not all duties assigned to every position are included, nor will all positions be assigned every duty. The general description of job duties does not authorize performance contrary to any state or federal licensing or certification requirements.

Analyzes and evaluates unemployment insurance functions including 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 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 unemployment insurance benefit programs and in the interpretation of the laws, policies, and rules.

Investigates unemployment benefit claims and taxation issues posed by claimants and employers.

Prepares training materials and conducts staff training on programs, procedures, and systems.

Develops and revises operating procedures and forms.

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

Develops program plans, including the analysis of program data, formulation of policy and program budget preparation, and the determination of automated data systems modifications.

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

Develops and recommends alternative strategies to address and resolve issues related to unemployment insurance programs.

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.

Assists in training of others.

Performs related work and other tasks 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.

Instructs and trains in proper work methods and processes.

Reviews job performance by observing and critiquing work techniques and completed assignments.

Assigns work to lower-level Unemployment Insurance Analysts.

Unemployment Insurance Analyst 12 (Senior Worker)

Regularly performs the most complex and difficult assignments in the work area.

JOB QUALIFICATIONS

Knowledge, Skills, and Abilities

NOTE: Some knowledge 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 management principles, practices, and procedures, including method development, cost analysis, procedural documentation, training materials, operational controls, recordkeeping, reporting, and program evaluation studies.

Knowledge of 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 data for use in program development and analysis.

Ability to analyze and assess operations, management controls, systems, and procedures.

Ability to develop program procedures, policies, and guidelines.

Ability to organize, evaluate, and present information.

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

Ability to communicate effectively.

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 prioritize, organize, and coordinate the work.

Ability to train and assign work to other professionals.

Working Conditions

Some jobs require travel.

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

Physical Requirements

None

Education

Possession of a bachelor's degree in any major.

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.

Alternate Education and Experience

Unemployment Insurance Analyst 9 - 12

Educational level typically acquired through completion of high school and the equivalent of at least two years of full-time active-duty experience at or above the E-6 level in the uniformed services may be substituted for the education requirement.

Unemployment Insurance Analyst (Departmental Trainee) 9

Education-

Educational level typically acquired through completion of high school.

Experience-

Four years of experience as an advanced 9-level worker in an ECP Group One classification.

OR

Three years of experience as an E9, E10, or E11-level worker in an ECP Group One classification.

OR

Two years of experience as an experienced level worker in an ECP Group One technician or paraprofessional classification.

OR

Two years of experience as a first-line supervisor in an ECP Group Three classification.

OR

One year of experience as a second-line supervisor in an ECP Group Three classification.

*Paraprofessional classifications are those requiring an associate 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.

NOTE: Civil Service can individually evaluate equivalent combinations of education and experience providing required knowledge, skills, and abilities to qualify.

Special Requirements, Licenses, and Certifications

See individual position descriptions.

JOB CODE, POSITION TITLES AND CODES, AND COMPENSATION INFORMATION

Job Code

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Job Code Description

UNEMPLOYMENT INSURANCE ANALYST

<u>Position Title</u>	<u>Position Code</u>	<u>Pay Schedule</u>
Unemploy Insurance Analyst-E	UNEMALTE	E42-011
Unemploy Insurance Analyst-A	UNEMALTA	E42-014
Unempl Ins Analyst Trainee-E	UNEMNTRE	NERE-002P

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