

**MICHIGAN CIVIL SERVICE COMMISSION
JOB SPECIFICATION**

UNEMPLOYMENT INSURANCE EXAMINER

JOB DESCRIPTION

Employees in this job perform a variety of activities in the provision of unemployment claims services to claimants, employers, and the public.

Position Code Title - Unemploy Insurance Examiner-E

Unemployment Insurance Examiner 8

This is the entry level. The employee performs a range of Unemployment Insurance Examiner assignments while learning the methods of the work.

Unemployment Insurance Examiner 9

This is the intermediate level. The employee performs an expanding range of Unemployment Insurance Examiner assignments in a developing capacity.

Unemployment Insurance Examiner E10

This is the experienced level. The employee performs a full range of Unemployment Insurance Examiner assignments and uses independent judgment to make decisions in specific work situations.

Position Code Title - Unemploy Insurance Examiner-A

Unemployment Insurance Examiner 11

This is the advanced level. The employee functions as a lead worker overseeing the work of lower-level Unemployment Insurance Examiners and performing experienced-level Unemployment Insurance Examiner 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.

Interviews claimants, employers, and other interested parties to determine eligibility for unemployment benefits and resolve unemployment claims issues.

Contacts claimants, employers, and interested parties to obtain information regarding contested or questionable unemployment claims and protests.

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

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 determinations based on decisions from the Michigan Office of Administrative Hearings and Rules (MOAHR), Unemployment Insurance Appeals Commission (UIAC), or court rulings.

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

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

Issues credit adjustments and calculates changes to employer accounts.

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

Attends hearings as a witness.

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 information to complete the filing process.

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

Maintains logs, records, and reports related to the work.

Performs related work and other tasks as assigned.

Additional Job Duties

Unemployment Insurance Examiner 11

Assigns work to lower- level Unemployment Insurance Examiners.

Instructs and trains in proper work methods and processes.

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

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, acts, 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.

Ability to interpret, apply, and explain unemployment compensation laws, regulations, rules, precedents, and policies governing the adjudication and payment of unemployment benefits.

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

Ability to perform mathematical computations.

Ability to maintain a courteous demeanor and diffuse anger and aggression when providing service to hostile or frustrated customers.

Ability to maintain favorable public relations.
Ability to prepare and maintain records related to the work.
Ability to communicate effectively.

Additional Knowledge, Skills, and Abilities

Unemployment Insurance Examiner 11

Ability to train and oversee the work of others.
Ability to prioritize, organize, and coordinate the work of the unit.

Working Conditions

Some jobs require an employee to work in a call/service center environment.
Some jobs require travel.

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

One year of experience equivalent to an Unemployment Insurance Examiner 8.

Unemployment Insurance Examiner E10

Two years of experience equivalent to an Unemployment Insurance Examiner, including one year equivalent to an Unemployment Insurance Examiner 9.

Unemployment Insurance Examiner 11

Three years of experience equivalent to an Unemployment Insurance Examiner, including one year equivalent to an Unemployment Insurance Examiner E10.

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.

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

Job Code Description

UNEMINEXM

UNEMPLOYMENT INSURANCE EXAMINER

Position Title

Position Code

Pay Schedule

Unemploy Insurance Examiner-E

UNINEXME

E42-002

Unemploy Insurance Examiner-A

UNINEXMA

E42-005

JZ

02/15/2026