

To be considered, your current application and this completed questionnaire must be on file, received, or postmarked by **December 14, 2009**.

**Accountant I**  
#23-40966  
**Unemployment Insurance Collections**  
**DEPARTMENT OF LABOR**  
**Training & Experience Questionnaire**  
**Evaluation Criteria**

You will be evaluated for this position on your experience and training, based on your responses to the items below. Your responses will be scored on what you say and include. Please make them as complete and accurate as possible. No item on this form is intended to have you provide information that would indicate your race, color, ethnic group, national origin, religion, sex, age, marital status, political persuasion, or any physical or mental disability. The words “ability” and “experience” in this questionnaire refer in all cases to ability or experience with or without reasonable accommodation for disabilities recognized under the Americans with Disabilities Act (ADA) of 1990. Applicants who need accommodation in the scoring process should request this in advance.

**PROVIDE YOUR RESPONSES AS FOLLOWS:**

- \*On a separate sheet of paper, respond to each of the following statements or questions individually and completely.
- \*Number your responses to correspond with the items.
- \*Explain or describe any experience (paid or unpaid) and/or training related to each item.
- \*Describe each job, occurrence, or course and the amount of time or credit involved.

Submit these responses to be submitted with your application. Keep a copy of your responses for possible use in an interview. **Be sure to put your name and Social Security number on each sheet of the responses you submit.** Please call (402) 471-9855 if you have any questions on how to complete this questionnaire. Your application for this position will not be complete until your responses to these items are received by:

**Nebraska State Personnel**  
state.jobs@nebraska.gov  
**301 Centennial Mall South**  
**PO Box 94905**  
**Lincoln, NE 68509-4905**

1. The person in this position must know the principles and practices of accounting and be able to apply agency policies, procedures, and Employment Security law in order to review employer records and conduct financial investigations. Describe the experience or coursework you have had in accounting.
2. The Collections Accountant must be able to use computers and willing to use computer spreadsheets programs or word processing packages to access data, organize information, and prepare reports. Describe the experience or coursework you have had in using computers. Explain any experience you have had in accessing data, using spreadsheets, word processing or your willingness to learn how to do so. Emphasize any experience using word processing, computer spreadsheet, database management programs, or packages to generate correspondence, accounting documents, fiscal reports, or data.

3. The person in this position must be able to do regulatory work including comprehending, interpreting, and applying statutes, regulations, and accounting principles, in order to advise employers, accountants, and attorneys; investigate complaints and discrepancies, review records, and ensure compliance with state and federal standards. Describe any experience or coursework you have had in using or filing out government forms, or in interpreting and applying accounting principles and standards and state or federal statutes, regulations, or policies. Explain any experience reviewing or regulating operations facilities, procedures, projects, or systems. Emphasize any experience investigating complaints, violations, or discrepancies, or enforcing compliance with accounting guidelines or state or federal laws, regulations, or standards.
4. The Collections Accountant must be able to interact and communicate in person, over the telephone, and in written formats with people from all varieties of backgrounds and socioeconomic levels, in order to advise managers, provide guidance to private employers, accountants, attorneys; share information with other agency offices, obtain information from private industry employers and payroll accountants; prepare numerous documents and reports; and provide input and feedback on delinquent employer accounts. Describe the experience or coursework you have had in communicating with others, especially establishing working relationships, providing advice or guidance to others, completing forms, or preparing or composing reports. Include any experience preparing and presenting fiscal, financial, audit, or investigative reports on a regular basis. Emphasize experience in being sensitive to differences and adjusting your approach to interact with people from a variety of backgrounds or in persuading, negotiating with, or making recommendations, to managers, officials, or outside employers.
5. The person in this position must be able to maintain his or her professional composure in order to interact and communicate with people who may be difficult, reluctant, upset, hostile, or angry regarding programs, payments, regulations, findings or decisions. Describe the experience you have had in working with the public. Include any experience or coursework you have had in human or public relations or dealing with difficult people. Emphasize any experience maintaining calm personal composure and representing an organization or agency in a positive manner, while working with complaints or dissatisfied clients or customers on a regular basis.