

UNEMPLOYMENT INSURANCE PROGRAM RESOURCE SPECIALIST

DESCRIPTION: Under limited supervision, serves as the subject matter expert and will research, design and evaluate program specific and complex technical training materials. Must communicate with staff and customers to discuss and resolve issues before they escalate further; identifies and resolves problems that may prevent efficient processing of program operations and activities. Performs related work as assigned.

EXAMPLES OF WORK: (A position may not be assigned all the duties listed, nor do the listed examples include all the duties that may be assigned.)

Develops and evaluates program specific activities to provide technical/advanced assistance.

Develops, recommends, coordinates and implements program changes as needed.

Research, develop and present program changes and technical information to staff through creative training.

Responsible for generation of program reports in order to monitor and evaluate program effectiveness.

Resolves problems and issues relating to primary area operations and functions; handles difficult questions and determines best resolution action.

Provide guidance and mentoring for area staff.

Assist in the development of area policies and procedures.

Conducts a variety of reviews to determine specific program effectiveness and quality of work being performed.

Develops, coordinates and conducts special activities for sources outside the State as related to program functions (e.g. Rapid Response program)

Create and submit reports detailing program productions, services, utilization and quality of service.

Analyze, interpret and apply federal, state, local laws and regulations as pertaining to area of expertise.

Perform program duties and functions as needed during busy times.

FULL PERFORMANCE KNOWLEDGE, SKILLS AND ABILITIES REQUIRED: (These may be acquired on the job and are needed to perform the work assigned.)

Knowledge of: the Nebraska Employment Security law and the rules and directives pertinent to the application of this law.

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Ability to: interpret, explain and implement directives and guidelines pertinent to the Nebraska Employment Security law. Provide competent, quality fact-finding analysis using proper application of law and policy in a professional and understanding manner. Comfortably defend decisions at benefit determination appeal hearings when necessary.

ENTRY KNOWLEDGE, SKILLS AND ABILITIES REQUIRED: (Applicants will be screened for possession of these through written, oral, performance, and/or other evaluations.)

Knowledge of: interviewing techniques; and the general functions and structure of the employment service program.

Ability to: interact with people at all socio-economic levels; conduct and control and interview; follow oral and written instructions; communicate orally and in writing; write legibly; maintain self control and composure under trying conditions.

JOB PREPARATION GUIDELINES: (Entry knowledge, skills and/or abilities may be acquired through, BUT ARE NOT LIMITED TO, the following coursework/training and/or experience.)

Post high school education with an emphasis in any one of the following areas: accounting social/behavioral sciences, business or public administration, or education. Experience in work which involves dealing directly with the public in a gathering and providing information, interviewing, and assessing client needs capacity. Must have at least one year experience in specific program area.