

UNEMPLOYMENT INSURANCE CLAIMS SPECIALIST

C69400

DESCRIPTION OF OCCUPATIONAL WORK

Under general supervision, interviews individuals by telephone, conducts initial and subsequent assessment of individual needs and files initial/additional claims for unemployment insurance benefits. Assists in the completion and processing of claims for unemployment insurance benefits; performs related work as assigned.

DISTINGUISHING CHARACTERISTICS: (A position is assigned to this class based on the scope and level of work performed as outlined below.)

This class is distinguished from the Unemployment Insurance Adjudicator class based on the level of involvement and responsibility with individual claims. Positions allocated to the Unemployment Insurance Adjudicator class are responsible to determine and issue unemployment insurance eligibility determinations and testify on behalf of the Commissioner at contested benefit determination appeal hearings. Positions allocated to the Unemployment Insurance Claims Specialist class conduct various initial assessment functions for each claim.

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.)

Receives and responds to telephone inquiries from claimants, employers, other agencies, and the general public about the unemployment insurance program by interpreting state and federal unemployment insurance law, agency rules, regulations, policies, procedures, and guidelines.

Receives telephone calls from claimants and processes initial claims by guiding and coaching individuals through the claims process.

Explains services, procedures, options, and benefits to customers; discusses One Stop Center services and refers accordingly.

Prescreens claims by gathering and assessing key database information on claimants type and location of employment and applying Nebraska, federal and state laws to make decisions on the appropriate unemployment claim to file.

Collects, records and stores claimant demographics, employment history along with appropriate occupational classification codes and enters respective data into a computer database.

Retrieves, reviews, and verifies all client personal and employment information data for accuracy and completeness; updates as required.

Conducts periodic eligibility review interviews with claimants regarding ability and availability for work.

C69400 – UNEMPLOYMENT INSURANCE CLAIMS SPECIALIST - continued

Reviews, batches, and forwards all claims for appropriate action; completes and submits supplemental documentation.

KNOWLEDGE, SKILLS, AND ABILITIES REQUIRED: (These are needed to perform the work assigned.)

Knowledge of: Computer operations and standard software applications; the purpose and activities of the employing agency; the work unit policies and guidelines pertinent to office/clerical support operations; the functions and specialized terminology associated with the work unit; interviewing techniques.

Ability to: Learn, explain and apply the Nebraska Employment Security law; interact with people of varied socio-economic levels to maintain working relationships; receive and understand directives; follow instructions; communicate so others can understand; present information in a professional manner under scrutiny; maintain self-control and composure under trying conditions.

MINIMUM QUALIFICATIONS: (Applicants will be screened for possession of these qualifications. Applicants who need accommodation in the selection process should request this in advance.)

Training or experience in areas such as public contact, customer service, call center and/or performing office/clerical procedures, including the use of personal computer, associated software, and office equipment.

SPECIAL NOTES:

State agencies are responsible to evaluate each of their positions to determine their individual overtime eligibility status as required by the Fair Labor Standards Act (FLSA).

Established: <08/00>

Note: Classification-specification is subject to change. Please refer to the Nebraska State Personnel Job Specification website at <https://das.nebraska.gov/personnel/classcomp/jobspecs/jobspecs.html> to ensure this represents the most current copy of the description.

The following is a summary of changes made to this class specification.

Section	Change Description	Effective Date
KNOWLEDGE, SKILLS, AND ABILITIES REQUIRED	Added verbiage to "Knowledge of" and removed "Skill in" section.	1/25/2024
MINIMUM QUALIFICATIONS	Updated areas of training and/or experience.	1/25/2024