

DESCRIPTION: Under general supervision, performs employer payroll verifications and status investigations and examines wage discrepancies in compliance with the Nebraska Employment Security law OR performs unemployment insurance denial and payment claim reviews to ensure unemployment insurance benefits have been appropriately granted or denied and allocated properly. 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 is the first classification level of three in the Unemployment Insurance Field Representative class series. Positions allocated to this class perform a full range of duties at the full performance level in completing investigations related to the enforcement of unemployment insurance tax laws and claims quality control. This class is differentiated from the Unemployment Insurance Field Representative Senior class which serves as a lead worker over other classes within the series and the Unemployment Insurance Field Representative Supervisor class which has full supervisory responsibilities.

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

Performs detailed reviews and investigations of employer records including payroll records and tax returns, to determine if the employer is subject to paying taxes, verify correct wages have been paid and verify the accuracy of employer wage reporting to the tax system in compliance with the Nebraska Employment Security law.

Conducts employer status investigations to determine unemployment insurance tax liability under the law, including relationships among employers, employees and independent contractors.

Gathers information and contacts employers regarding delinquent accounts or reports; collects taxes, interest and penalties due; negotiates payment plans when necessary.

Verifies dissolutions, liquidations, bankruptcies, and changes in ownership of business.

Compiles and reviews existing unemployment insurance benefit determinations and evaluates data and eligibility criteria to determine the correctness of the adjudicated process and validity of the denial and/or payment of benefits. Issues monetary re-determinations and/or non-monetary re-determinations to correct errors or changes in benefit eligibility in cases of new information.

Interviews claimants and employers to determine reason for claimant's separation and to verify claimants' eligibility for unemployment insurance benefits and employer charging based on Nebraska Employment Security Law.

Verifies correct wages are paid to ensure weekly unemployment insurance benefits are accurate; investigates wage discrepancies.

Investigates potential overpayment of benefits; gathers information to recoup overpayments and detect benefit payment errors, benefit denial errors and potential fraud.

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Prepares investigative reports, appropriate allocation documents and recommendations for further actions; testifies and represents the Commissioner of Labor at administrative hearings or prosecution hearings in various Nebraska counties.

Interprets applicable laws, statutes, policies, procedures and regulations and provides explanation to claimants and employers regarding legal requirements and procedures pertinent to the unemployment insurance program and Nebraska Employment Security law.

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

Knowledge of: Nebraska Employment Security law; the principles and practices of basic accounting; financial reporting procedures; interviewing techniques and fact finding procedures.

Skill in: interviewing clients, employers and other parties of interest to collect and elicit essential information; using critical thinking to make independent decisions.

Ability to: plan, organize and conduct thorough and complete reviews; apply, interpret and explain laws, regulations, policies, procedures, directives or guidelines; gather and analyze data and draw sound conclusions; interact with people of varied socio-economic levels; establish and maintain working relationships with employees, employers, law enforcement and Corrections personnel; receive and understand directives; follow instructions; communicate so others will understand; prepare clear and precise reports; present information in a professional manner; defend and explain decisions made; 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.)

Post high school coursework/training in public or business administration, finance, accounting, social/behavioral sciences or related field OR two years experience in employment services, unemployment insurance or human services with responsibility for interviewing; analyzing and/or evaluating data to draw conclusions; assessing documents and records; or performing accounting functions with direct public contact.

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).

Specific positions in this class may require an employee to possess a valid driver's license or the ability to provide independent authorized transportation in order to perform work-related travel.