

STATE OF NEBRASKA CLASS SPECIFICATION
UNEMPLOYMENT INSURANCE FIELD
REPRESENTATIVE/SENIOR

EST: 08/03 - REV: 10/10
CLASS CODE: C69412

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; leads other Unemployment Insurance Field Representatives; 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 second classification level of three in the Unemployment Insurance Field Representative class series. Positions allocated to this class perform all duties of the Unemployment Insurance Field Representative class at an expert level and serves as a lead worker over other lower level classes within the series. This class is differentiated from 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.)

Schedules, distributes/balances, and guides the work assignments of co-workers, in accordance with established work flow/assignment requirements, to assist supervisory staff in the timely accomplishment of the assigned workload.

Monitors and reports on the work performance of co-workers to determine overall conformity to established timetables and quality standards and to document and communicate employee production levels and training needs.

Trains co-workers, as directed in specific tasks and job practices and procedures of auditing to improve and maintain the performance levels of these employees.

Instructs and provides technical guidance to new Field Representative staff.

Analyzes and advises employers on all aspects of unemployment insurance tax as it relates to Nebraska Employment Security law and applicable federal policies and regulations.

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.

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.

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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 detect benefit payment errors, benefit denial errors and potential fraud.

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: leadership techniques; coordination of people and resources; teaching and instructing individuals; Nebraska Employment Security law; the principles and practices of accounting; financial reporting procedures; interviewing techniques and fact finding procedures.

Skill in: developing and providing presentations; public speaking; using critical thinking to make independent decisions.

Ability to: lead, mentor, assign, organize, review and oversee work assignments; organize and manage work flow of oneself and others to meet deadlines; interpret, explain and implement guidelines and directives pertinent to Nebraska Employment Security law; interact with people of varied socio-economic levels; establish and maintain working relationships with employees, employers, law enforcement and Corrections personnel; gather and analyze data and draw sound conclusions; receive and understand directions; communicate so others will understand; prepare clear and precise reports; 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. Three years experience in an employment services, unemployment insurance or human services field assessing documents and records or performing accounting functions with direct public contact; OR three years experience as an Unemployment

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Insurance Field Representative; OR any combination of experience that equals three years. Training or experience in coordinating, directing, leading or supervising staff.

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.