

UNEMPLOYMENT INSURANCE ADJUDICATOR C69420

DESCRIPTION OF OCCUPATIONAL WORK

Under general supervision, interviews claimants, employers, and other interested parties to determine claimants past, present, and future unemployment insurance eligibility and employer's charging. Evaluates facts, reconciles conflicting employment information and issues formal, written appealable determinations by applying appropriate federal and State Employment Security laws and/or regulations; 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 Claims Specialist class based on the responsibility to determine and issue unemployment insurance eligibility determinations. Positions allocated to the Unemployment Insurance Adjudicator class testify on behalf of the Commissioner at contested benefit determination appeal hearings.

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.)

Gathers information pertinent to disputed eligibility, benefit duration and employer charging to determine facts relevant to the case and makes written eligibility determinations.

Receives and responds to inquiries from claimants and employers to explain legal requirements and procedures pertinent to the Unemployment Insurance (UI) program, by interpreting state and federal UI law, agency rules, regulations, policies, procedures and guidelines.

Investigates instances of benefit overpayment and takes appropriate action to rectify situation.

Analyzes and evaluates benefit claims to determine issues pertinent to fact gathering; writes timely determinations and benefits claims based on analysis of data and applications of current laws/regulations to inform parties of approval or denial of unemployment insurance benefits.

Testifies on behalf of the Commissioner of Labor at contested benefit determination appeal hearings and present evidence, facts, and reasoning to support affirmation, denial or reductions of UI benefits and /or employer charging of UI benefits.

Interviews claimants to determine continued eligibility for unemployment insurance benefits; identifies barriers, verifies work search and refers to reemployment services through One-Stop offices.

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Mediates and gathers rebuttal information related to disputed separation issues and determines relevant facts to formulate conclusions on benefit eligibility.

Retrieves, reviews and updates claimant and employer information utilizing computer database inquiries and entry skills.

Calculates and adjusts payment of benefits by verifying with claimants any monetary payments of vacation/holiday pay, severance pay, bonus, workers' compensation, social security, pension or other payments received.

Maintains current knowledge of Nebraska Employment Security law, federal directives and Department of Labor policies and issuances.

Maintains security and confidentiality of claimant and employer unemployment insurance information.

Collects, validates and assembles completed claims and submits for imaging and archival storage.

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

Knowledge of: Social/behavior sciences; principles and practices of basic accounting methods; interviewing techniques.

Skill in: Interviewing clients, employers and other parties of interest to collect and elicit essential information.

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; interview others to obtain facts; prepare clear and concise reports; present information in a professional manner; defend and explain decisions made; manage workload; maintain composure under difficult 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 math, composition and/or use of computer equipment, OR experience in fact finding/interviewing, customer service including answering inquiries, explaining procedures or experience in customer service or call center.

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
MINIMUM QUALIFICATIONS	Revised minimum qualifications.	1/25/2024