

STATE OF NEBRASKA CLASS SPECIFICATION
UNEMPLOYMENT INSURANCE TEAM SUPERVISOR

EST: 08/00 - REV: 01/11
CLASS CODE: V69410

DESCRIPTION: Under limited supervision, plans, supervises and directs all activities of an Unemployment Insurance (UI) claims processing unit within a regional teleprocessing center by applying State and Federal laws and agency policies pertinent to the administration of the Unemployment Insurance program. Communicate with call center manager to facilitate the management of the overall call center. Performs related work as assigned.

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.)

Oversees and monitors the delivery of the Unemployment Insurance (UI) program and Nebraska claim center.

Plans, assigns, directs and evaluates the work of staff including recommending personnel actions related to selection, disciplinary procedures, performance, leaves of absence, grievances and work schedules and assignments to ensure efficient and effective accomplishment of work.

Trains staff in the policies, procedures and agency rules relating to the Nebraska UI claims center, including applicable federal and State laws, to improve and maintain job performance levels of employees.

Develops plans that create efficient operations for call center teams; interprets and directs the applications of laws and policies pertinent to the administration of UI programs.

Reviews appeal tribunal decisions that affect adjudication decisions (including district and Supreme Court divisions) with staff.

Safeguards UI information; ensures security and integrity factors are met when dealing with individual UI claims.

Monitors quality and validity of non-monetary determinations and timelines of payments by conducting benefit timelines and quality reviews to ensure compliance of federal performance standards.

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

Knowledge of: the principles and techniques of supervision; the Nebraska Employment Security law; social/behavior sciences, principles and practices of basic accounting methods; training methods, procedures and evaluation; interviewing techniques; work performance or other standards development.

Ability to: plan, assign, direct and evaluate the work of staff in UI processing procedures; interpret and explain rules, guidelines, policies and procedures relevant to the Nebraska UI program; interact with people of varied socio-economic levels to maintain working relationships; receive and understand directives; follow instructions; communicate so others can understand; prepare clear and concise reports; defend and explain decisions made; manage time and workload; present information in a professional manner under scrutiny; 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 public or business administration, accounting, social/behavioral sciences or related field; AND one year experience in personnel, unemployment insurance, employment services, insurance, accounting, interviewing and analyzing/evaluating financial data or experience in a public service program including answering inquiries and explaining procedures. Experience supervising, leading or directing others.

SPECIAL NOTES:

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.

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).