

Click one of these links to see the Job Description for that class:

Job Code	Title
C69411	UNEMPLOYMENT INSURANCE FIELD REPRESENTATIVE
V69413	UNEMPLOYMENT INSURANCE FIELD REPRESENTATIVE SUPERVISOR

UNEMPLOYMENT INSURANCE FIELD REPRESENTATIVE

Job Family

DESCRIPTION OF OCCUPATIONAL WORK

The Unemployment Insurance Field Representative series comprises two classification levels focused on enforcing the Nebraska Employment Security law. At the Field Representative level, employees perform payroll verifications, conduct investigations of employer records, and examine wage discrepancies to ensure compliance with unemployment insurance regulations, along with resolving benefit claims and addressing potential fraud. In contrast, the Field Representative Supervisor level involves overseeing a minimum of three Field Representatives, planning and reviewing their work, training staff on unemployment insurance policies, and managing human resources functions. While both levels require a strong understanding of Nebraska's Employment Security law, the Supervisor classification emphasizes leadership, problem-solving, and team management to guide staff in accurate unemployment insurance administration.

Unemployment Insurance Field Representative

C69411

DESCRIPTION OF OCCUPATIONAL WORK

Under general supervision, performs one of the following three functions:

1. employer payroll verifications and status investigations to determine employer taxes; examines wage discrepancies in compliance with the Nebraska Employment Security law.
2. performs unemployment insurance denial and payment claim reviews to ensure unemployment insurance benefits have been appropriately granted or denied and allocated properly.
3. conducts investigations of potential identity theft and fraudulent claims.

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 two 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, fraudulent activities, tax laws, and claims quality control. 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 the listed 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.

Calculates and adjusts payments of benefits by verifying with claimants any monetary payments, or other payments received.

Interviews claimants and employers to determine reason for claimants' 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, potential fraud, identity theft, overpayments; maintaining accurate documentation of all findings.

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.

Responds to individuals, employers, and third parties via phone, email, and in person to resolve inquiries or concerns including benefit eligibility, fraud, identity theft, overpayments, audits, correspondence, fact-finding, state and federal laws and regulations, appeals.

Works in collaboration with internal and external agencies and individuals, employers, attorneys, law enforcement, and other state agencies.

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.

Any equivalent combination of education and experience will be considered.

LEGAL REQUIREMENTS: (These qualifications are mandated by federal/state laws, statutes, and/or regulations.)

NONE

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Unemployment Insurance Field Representative Supervisor

V69413

DESCRIPTION OF OCCUPATIONAL WORK

Under limited supervision, supervises a minimum of three positions allocated to the Unemployment Insurance Field Representative class series in the application and enforcement of the Nebraska Employment Security law; 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.)

Positions allocated to this class on a regular and recurring basis supervise a minimum of three positions allocated to this class series. Positions allocated to the Unemployment Insurance Field Representative/Senior class serve as a lead worker performing work at an expert level but do not have permanent supervisory responsibilities.

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.)

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

Coordinates workflow and tracks progress toward completion.

Reviews completed staff assignments to ensure appropriate action taken, completeness and accuracy.

Compares work performance and/or products of staff with established standards to determine and recommend personnel actions such as promotions, disciplinary actions, status changes and separations.

Trains staff in the policies and procedures of unemployment insurance programs and tax liability to improve and maintain job performance levels.

Analyzes and advises agency staff and the public on all aspects of unemployment insurance tax as it relates to Nebraska Employment Security law, regulations, procedures and policies.

Analyzes complaints, concerns and problems presented by the staff and public and develops a proper course of action or solution to the problem.

Provides leadership to achieve agency goals and oversee the administration of policies and the law.

Develops presentations and provides information to the public.

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 including pertinent rules, policies, guidelines and operating techniques; principles and practices of accounting; financial reporting procedures.

Skill in: developing and providing presentations; public speaking.

Ability to: manage human resources; plan, assign, direct and evaluate work of staff; analyze records and draw sound conclusions; interact with diverse groups and individuals to exchange information; interpret regulations and procedures pertinent to Unemployment Insurance programs; prepare clear and precise reports; communicate so others will understand; cope with frustrating situations on a continuing basis.

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 business or public administration, finance, accounting, social/behavioral sciences or related field. Five 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 five years' experience as an Unemployment Insurance Field Representative; OR any combination of experience that equals five years. Training or experience in supervision and employee performance evaluation, program analysis/evaluation or policy development.

LEGAL REQUIREMENTS: (These qualifications are mandated by federal/state laws, statutes, and/or regulations.)

NONE

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SPECIAL NOTES APPLICABLE TO ALL LEVELS:

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: 11/79

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
Last revised 10/2010	Moved to new format	10/2024
All sections	Updated all sections	11/2025