

UNEMPLOYMENT INSURANCE

Broad Occupational Category - 69

DUTIES AND RESPONSIBILITIES

- *Apply Nebraska Employment Security Law, federal laws, regulations, policies, and precedents.*
- *Interview claimants, employers, and witnesses to gather facts for unemployment claims.*
- *Evaluate facts and reconcile conflicting employment information for eligibility determinations.*
- *Issue formal, written, appealable determinations of unemployment insurance eligibility.*
- *Explain laws, policies, procedures, and determinations clearly.*
- *Investigate potential fraud, identity theft, overpayments, and benefit denial errors.*
- *Maintain current knowledge of statutes, case law, and administrative rules.*
- *Respond to inquiries from employers, claimants, and other stakeholders.*
- *Communicate with claimants, employers, attorneys, and other agencies.*
- *Gather evidence and documentation for hearings.*
- *Maintain positive working relationships across socio-economic and organizational levels.*
- *Issue monetary and non-monetary determinations or re-determinations.*
- *Maintain confidential and secure documentation.*
- *Ensure compliance with state and federal laws, regulations, and internal policies.*
- *Compile, review, and evaluate records for completeness and accuracy.*

NEBRASKA

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COMPETENCIES

- **Time Management** - Uses his/her time effectively and efficiently; values time; concentrates his/her efforts on the more important priorities; gets more done in less time than others; can attend to a broader range of activities.
- **Listening** - Practices attentive and active listening; has the patience to hear people out; can accurately restate the opinions of others even when he/she disagrees.
- **Timely Decision Making** - Makes decisions in a timely manner, sometimes with incomplete information and under tight deadlines and pressure; able to make a quick decision.
- **Written Communications** - Is able to write clearly and succinctly in a variety of communication settings and styles; can get messages across that have the desired effect.
- **Customer Focus** - Is dedicated to meeting the expectations and requirements of internal and external customers; gets first-hand customer information and uses it for improvements in products and services; acts with customers in mind; establishes and maintains effective relationships with customers and gains their trust and respect.
- **Decision Quality** - Makes good decisions (without considering how much time it takes) based upon a mixture of analysis, wisdom, experience, and judgment; most of his/her solutions and suggestions turn out to be correct and accurate when judged over time; sought out by others for advice and solutions.
- **Problem Solving** - Uses rigorous logic and methods to solve difficult problems with effective solutions; probes all fruitful sources for answers; can see hidden problems; is excellent at honest analysis; looks beyond the obvious and doesn't stop at the first answers.
- **Composure** - Is cool under pressure; does not become defensive or irritated when times are tough; is considered mature; can be counted on to hold things together during tough times; can handle stress; is not knocked off balance by the unexpected; doesn’t show frustration when resisted or blocked; is a settling influence in a crisis.
- **Integrity and Trust** - Is widely trusted; is seen as a direct, truthful individual; can present the unvarnished truth in an appropriate and helpful manner; keeps confidences; admits mistakes; doesn’t misrepresent him/herself for personal gain.

- **Patience** - Is tolerant with people and processes; listens and checks before acting; tries to understand the people and the data before making judgments and acting; waits for others to catch up before acting; sensitive to due process and proper pacing; follows established process.
- **Dealing With Ambiguity** - Can effectively cope with change; can shift gears comfortably; can decide and act without having the total picture; isn't upset when things are up in the air; doesn't have to finish things before moving on; can comfortably handle risk and uncertainty.
- **Ethics and Values** - Adheres to an appropriate (for the setting) and effective set of core values and beliefs during both good and bad times; acts in line with those values; rewards the right values and disapproves of others; practices what he/she preaches.
- **Action Oriented** - Enjoys working hard; is action oriented and full of energy for the things he/she sees as challenging; not fearful of acting with a minimum of planning; seizes more opportunities than others.
- **Priority Setting** - Spends his/her time and the time of others on what's important; quickly zeros in on the critical few and puts the trivial many aside; can quickly sense what will help or hinder accomplishing a goal; eliminates roadblocks; creates focus.
- **Functional/Technical Skills** - Has the functional and technical knowledge and skills to do the job at a high level of accomplishment.

SMART Goal Prompting Questions

Apply Nebraska Employment Security Law, federal laws, regulations, policies, and precedents

- What actions could you take to improve the accuracy, consistency, and timeliness of applying unemployment insurance laws, regulations, policies, and precedents?
- How will you measure success, such as fewer determination errors, reduced rework, or improved consistency in applying legal requirements?
- What legal resources, reference guides, training, or review processes could strengthen your application of unemployment insurance requirements?
- How does accurate application of the law support fair, consistent, and legally defensible determinations?
- By what date or review cycle will you aim to improve your knowledge and application of applicable requirements?

Interview claimants, employers, and witnesses to gather facts for unemployment claims

- What strategies could you use to improve the quality, completeness, and efficiency of claimant, employer, and witness interviews?
- How will you measure success, such as fewer follow-up contacts, more complete fact-finding, or reduced processing time?
- What interview techniques, question guides, or documentation practices could strengthen fact-gathering?
- How does effective interviewing support accurate and impartial eligibility determinations?
- By what date or processing cycle will you aim to improve your fact-finding practices?

Evaluate facts and reconcile conflicting employment information for eligibility determinations

- What actions could you take to improve how you evaluate conflicting information and determine which facts are relevant and reliable?
- How will you measure success, such as fewer incorrect determinations, fewer remands or re-determinations, or improved documentation of decisions?
- What fact-checking methods, evidence standards, or decision-making tools could strengthen your evaluations?
- How does thorough reconciliation of conflicting information support fair and defensible decisions?
- By what date or determination cycle will you aim to improve this process?

Issue formal, written, appealable determinations of unemployment insurance eligibility

- What steps could you take to improve the accuracy, clarity, consistency, and timeliness of written eligibility determinations?
- How will you measure success, such as fewer errors, fewer avoidable appeals, reduced processing time, or improved clarity of determinations?
- What templates, checklists, quality reviews, or writing resources could strengthen your determinations?
- How do clear and well-supported determinations support claimant and employer understanding and confidence in the process?
- By what date or processing cycle will you aim to improve determination quality?

Explain laws, policies, procedures, and determinations clearly

- What actions could you take to improve your ability to explain complex unemployment insurance requirements in plain, understandable language?
- How will you measure success, such as fewer repeat inquiries, improved customer understanding, or fewer misunderstandings regarding determinations?
- What communication techniques, reference materials, or standardized explanations could improve your effectiveness?
- How does clear communication support equitable access to information and understanding of agency decisions?
- By what date or review cycle will you aim to improve your communication practices?

Investigate potential fraud, identity theft, overpayments, and benefit denial errors

- What strategies could you use to improve the identification, investigation, documentation, and resolution of potential fraud, identity theft, overpayments, or errors?
- How will you measure success, such as increased identification of issues, faster resolution, fewer errors, or improved recovery of improper payments?
- What investigative tools, data sources, verification procedures, or referral processes could strengthen your work?
- How does effective investigation protect program integrity while ensuring legitimate claimants are treated fairly?
- By what date or investigative cycle will you aim to improve fraud and error detection practices?

Maintain current knowledge of statutes, case law, and administrative rules

- What steps could you take to stay current with changes to statutes, case law, administrative rules, and agency guidance?
- How will you measure success, such as timely incorporation of changes into decisions, fewer compliance questions, or improved accuracy?
- What legal updates, training, professional resources, or knowledge-sharing practices could support continuous learning?
- How does staying current support accurate, consistent, and legally defensible decisions?
- By what date or professional development cycle will you establish and evaluate your process for staying current?

Respond to inquiries from employers, claimants, and other stakeholders

- What actions could you take to improve the timeliness, accuracy, and professionalism of responses to unemployment insurance inquiries?
- How will you measure success, such as reduced response times, fewer repeat contacts, or improved resolution of inquiries?
- What reference materials, response templates, tracking tools, or communication practices could improve service?
- How does responsive communication support public trust and effective administration of unemployment insurance programs?
- By what date or service cycle will you aim to improve response practices?

Communicate with claimants, employers, attorneys, and other agencies

- What strategies could you use to improve communication with the diverse groups involved in unemployment insurance matters?
- How will you measure success, such as fewer communication breakdowns, faster resolution of issues, or improved stakeholder understanding?
- What communication protocols, documentation practices, or collaboration tools could strengthen coordination?
- How does effective communication support accurate fact-finding, timely decisions, and positive working relationships?
- By what date or review cycle will you aim to improve stakeholder communication?

Gather evidence and documentation for hearings

- What steps could you take to improve the completeness, organization, and relevance of evidence prepared for unemployment insurance hearings?
- How will you measure success, such as fewer missing documents, fewer requests for additional information, or improved hearing preparation?

- What evidence checklists, case-review procedures, or organizational systems could strengthen hearing preparation?
- How does thorough evidence preparation support fair and well-supported administrative decisions?
- By what date or hearing cycle will you aim to improve evidence preparation practices?

Maintain positive working relationships across socio-economic and organizational levels

- What actions could you take to strengthen professional relationships with claimants, employers, attorneys, coworkers, and other stakeholders?
- How will you measure success, such as improved feedback, fewer conflicts, more effective collaboration, or faster resolution of difficult cases?
- What communication, conflict-resolution, or relationship-building techniques could strengthen your interactions?
- How do respectful and professional relationships support effective public service and fair administration?
- By what date or performance cycle will you aim to strengthen your relationship-building practices?

Issue monetary and non-monetary determinations or re-determinations

- What strategies could you use to improve the accuracy and timeliness of monetary and non-monetary determinations and re-determinations?
- How will you measure success, such as fewer errors, reduced rework, faster processing, or fewer avoidable re-determinations?
- What calculation tools, review procedures, checklists, or quality-control processes could strengthen your work?
- How do accurate determinations support proper benefit administration and equitable treatment of claimants?
- By what date or processing cycle will you aim to improve determination accuracy and efficiency?

Maintain confidential and secure documentation

- What actions could you take to improve the security, confidentiality, organization, and accessibility of unemployment insurance records?
- How will you measure success, such as fewer documentation errors, improved audit results, or zero unauthorized disclosures?
- What security practices, file-management procedures, or quality-control measures could strengthen records handling?
- How does protecting confidential information support legal compliance, claimant trust, and agency integrity?

- By what date or records-management cycle will you aim to improve documentation and security practices?

Ensure compliance with state and federal laws, regulations, and internal policies

- What steps could you take to strengthen compliance with unemployment insurance requirements throughout your daily work?
- How will you measure success, such as fewer compliance findings, reduced errors, or improved audit results?
- What compliance checklists, training, supervisory reviews, or reference materials could support consistent application of requirements?
- How does strong compliance protect the integrity of the unemployment insurance program and the rights of claimants and employers?
- By what date or compliance review cycle will you aim to improve your compliance practices?

Compile, review, and evaluate records for completeness and accuracy

- What strategies could you use to improve the completeness, accuracy, and organization of records used in unemployment insurance decisions?
- How will you measure success, such as fewer missing documents, fewer data corrections, reduced processing delays, or improved quality-review results?
- What checklists, validation procedures, database tools, or review processes could strengthen record evaluation?
- How do accurate and complete records support sound determinations, appeals, audits, and program accountability?
- By what date or case-review cycle will you aim to improve records-review practices?