

GENERAL DESCRIPTION OF CLASS

The EMPLOYMENT ADJUDICATOR identifies issues, investigates and documents facts, applies laws, rules, regulations, and policies and writes administrative decisions to allow or deny unemployment insurance benefits.

DISTINGUISHING FEATURES

This is a single classification and not currently part of a series of classes.

DUTIES AND RESPONSIBILITIES

The duties listed below are not inclusive but characteristic of the type and level of work associated with this class. Individual positions may be assigned all or some combination of the duties listed below as well as other related duties.

1. Investigation and Administrative Decisions

Identifies issues with claims and gathers documentation to establish whether an eligibility issue exists. Obtains information on unemployment insurance claims from claimants, employers, and other sources when there is a question as to whether or not benefits should be paid. Analyzes findings and applies State and Federal laws, agency policies, procedures, and precedents to each claim. Documents, compiles, and assembles evidence to support decisions. Makes decision to pay or deny benefits.

Writes administrative decisions (according to Federally prescribed standards and within timeliness guidelines) which communicate the facts, conclusions, and reasons for decision to allow or deny payment. Informs claimants and employers of appeal rights and procedures. Acts as an expert witness at unemployment insurance hearings to testify on contested decisions. Advises claimants of their rights, potential benefits, payments, or disqualifications.

2. Claim Taking

Interviews individuals to obtain information needed to process unemployment insurance claims, including Intrastate, Interstate, Military, Federal, Special Programs, and Combined Wage Claims. Processes claims with unclear or multiple issues, requiring knowledge of Federal and State laws, rules, and regulations. Investigates and interprets laws and eligibility requirements of other states and explains available options for filing claims to claimants.

3. Miscellaneous

Provides quality assurance by reviewing unemployment insurance claims for errors and makes corrections where appropriate. Conducts eligibility review interviews to write reemployment assistance work plans that conform to the guidelines of appropriate laws and local labor market conditions. Makes presentations on unemployment insurance. Reviews claimants' eligibility and payment status and takes actions necessary to release payments through the automated system. Uses computer to extract or enter data. Participates in training and orients or mentors new employees and provides technical direction and training to agency personnel. Determines eligibility for special programs.

RELATIONSHIP WITH OTHERS

The Employment Adjudicator is in contact throughout the workday, predominately by telephone, with claimants, employers, and other agencies and parties to obtain information necessary to determine whether to pay or deny benefits.

SUPERVISION RECEIVED

The Employment Adjudicator receives general supervision from the unit supervisor who assigns work and randomly reviews completed work for accuracy, timeliness, and conformity to Federal and State laws and agency guidelines. Employees in this class follow Federal and State laws, administrative rules, agency policies, directives, and manuals to pay unemployment insurance benefits when due.

KNOWLEDGE AND SKILLS (KS)

General knowledge of agency policies and procedures about unemployment insurance eligibility, claim determinations, appeals, and hearings.

Basic knowledge of unemployment insurance Federal and State laws and administrative rules and regulations.

Basic knowledge of general office procedures and practices.

Skill interviewing individuals with various backgrounds to obtain information.

Skill gathering, analyzing, and assessing information much of which deals with sensitive subject matter and may be conflicting.

Skill applying laws, rules, and regulations to individual cases.

Skill in verbal and written communication sufficient to explain rules, regulations, and to write concise legal documents, including correct grammar, spelling, and vocabulary.

Skill communicating or interviewing angry, confused or hostile individuals.

Skill in mathematics sufficient to calculate options, deduct income, etc.

Skill using a computer to enter, extract and manipulate data.

NOTE: The KNOWLEDGE and SKILLS are required for initial consideration. Some duties performed by positions in this class may require different KS's. No attempt is made to describe every KS required for **all** positions in this class. Additional KS requirements will be explained on the recruiting announcement.

Adopted 4/90

Revised

STATE OF OREGON
Dept. of Administrative Services
Human Resource Services Division