



## **BUSINESS AND EMPLOYMENT SPECIALIST 1**

**6698**

### **GENERAL DESCRIPTION OF CLASS**

Under the guidance from a supervisor, manager, or experienced Business and Employment Specialist 2, the BUSINESS AND EMPLOYMENT SPECIALIST 1 helps applicants find work, takes information for employers' job openings, matches job seekers' to openings, and refers job seekers to employers. Employees' process unemployment-insurance claims by reviewing applications and obtaining missing information to assist claimants in filing for benefits. They also help job seekers by explaining employment trends, needed job skills and job search methods.

### **DISTINGUISHING FEATURES**

This is the first level of a two-level series. The Business and Employment Specialist 1 is a training and underfill class for the Business and Employment Specialist 2 classification. The guidance and training received in addition to the close review of the work distinguishes this class from the higher level. The agency decides the training period based on the individual's background, success in training classes and level of proficiency as assignments increase in difficulty. Upon successfully completing the training period, the manager will evaluate the work and recommend moving the employee into the Business and Employment Specialist 2 classification.

### **DUTIES AND RESPONSIBILITIES**

The duties listed below are not inclusive but characteristic of the type and level of work associated with this class. Upon hire, employees at this level may not perform all duties identified in a service area, but as knowledge and proficiency increase the manager, supervisor, or leadworker will assign additional tasks and responsibilities.

#### **1. Customer Relations**

Take information from employers about job openings. Explain various programs to business owners, job seekers, or claimants. Assist in identifying barriers to successful job search and helping people remove the barriers. Interview and collect detailed information from job seeker about previous jobs. Assess job seekers' transferable skills, interests, and employment goals. Explain to job seekers available Employment programs to help with job search. Input, retrieve, and analyze information from various database programs. Write job orders following appropriate laws, rules, and regulations. Review application documents and assign codes based on the review. Review applications for completeness. Contact and interview claimants for clarifying or missing information. Schedule customers or participants to training sessions or career center. Refer customers to job finding workshops, special services, or resources within the Agency or community.

#### **2. Program Eligibility**

Explain eligibility rules for unemployment benefits. Explain general eligibility requirements for other workforce programs. Answer routine questions about unemployment claims, wage record discrepancies, claims procedures, and types of claims. Retrieve computer information about payment status and explain to claimant. Inform claimants of their rights and responsibilities from claim initiation through the appeal process. Retrieve computer information on wage records to identify missing or incorrect records, and send to claim wage redetermination unit when needed.

Analyze application form and decide what type of claim options is best for the claimant. Identify potential eligibility issues and route to adjudication center for resolution.

**RELATIONSHIPS WITH OTHERS**

Depending on assigned tasks and level of experience, employees in this class are the first contact with most of the customers. Employees give information, answer questions, screen for qualified employment referrals, or take job order information. They refer customers to the most appropriate agency or community service or ask for clarification or guidance about a particular program, job order, or customer. They have daily contact in person, by telephone, mail, or electronic mail with claimants, job seekers, employers, central office staff, and staff members in other field or community partners' offices.

**SUPERVISION RECEIVED**

The Business and Employment Specialist 1 works under the close supervision or direction of a lead worker, supervisor, or manager. The supervisor, manager, or experienced Business and Employment Specialist 2 closely reviews the work during the training period for quality and compliance with laws, rules, policies, or procedures. Federal and state laws, rules, policies, and procedures dealing with employment, employment services, or unemployment insurance benefits guide the work.

**KNOWLEDGE AND SKILLS (KS)****Basic knowledge of:**

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| Office procedures and practices.  |
| Mathematics such as addition, subtraction, multiplication, and division.    |
| Computer principles such as typical office software, and computer keyboard. |
| Techniques for dealing with the public in a positive manner.                |

**Skill to:**

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| Use a variety of office equipment such as a desktop computer, copier, fax machine.               |
| Use a computer to input, review, and retrieve information.                                       |
| Create a rapport with people to gather information.  |
| Prepare clear and concise written material using correct grammar and spelling.                   |
| Verbally present ideas in a direct understandable manner.  |
| Comprehend, analyze, and apply program or business rules, regulations, policies, and procedures. |
| Analyze information and make an appropriate conclusion.  |

**Some positions may require:**

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| Certification as a veteran in accordance with Title 38 of the US Code. |
| Use of a designated language.  |
| Being a member of a specific client group.                             |

**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 1/02

Revised

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