



STATE OF OREGON
POSITION DESCRIPTION

Position Revised Date:

Agency: OED

Facility:

New Revised

This position is:

- Classified
Unclassified
Executive Service
Mgmt Svc - Supervisory
Mgmt Svc - Managerial
Mgmt Svc - Confidential

SECTION 1. POSITION INFORMATION

Form fields for Section 1: Classification Title, Effective Date, Working Title, Section Title, Employee Name, Work Location, Supervisor Name, Position, FLSA, Eligible for Overtime.

SECTION 2. PROGRAM AND POSITION INFORMATION

a. Describe the program in which this position exists. Include program purpose, who's affected, size, and scope. Include relationship to agency mission.

The Employment Department is a large state agency with a mission to Support Business and Promote Employment. We accomplish this by accurately administering the unemployment insurance (UI) benefits program; recruiting and referring applicants to job openings and assisting job seekers in their employment searches (Workforce Operations); developing and distributing workforce and economic information (Workforce and Economic Research); and adjudicating citizen and business disputes with agencies (Office of Administrative Hearings).

The department employs approximately 1200 employees in field offices located throughout the State with the central office in Salem.

The Unemployment Insurance Center Section is responsible for the operations and management of the two Regional Unemployment Insurance Centers: Beaverton and Bend. These Unemployment Insurance Centers provide telephone and online unemployment insurance claims services for Oregonians who are temporarily unemployed through no fault of their own. Each person within the UI system protects the integrity of the UI program.

The Oregon Employment Department strives to create an inclusive environment that welcomes and values diversity of the people we serve. The Department fosters fairness, equity, and inclusion to create a workplace environment where everyone is treated with respect and dignity.

b. Describe the primary purpose of this position, and how it functions within this program. Complete this statement. The primary purpose of this position is to:

The primary purpose of this position is to: have regular telephone, Internet, E-mail, and mail contact with individuals filing for and/or claiming Unemployment Insurance benefits. UI Claims Specialist detect, identify, and set-up potentially disqualifying issues during the initial and the on-going interactions with the individuals. It is a technical position requiring extensive knowledge of complex Federal laws, State statutes, Administrative Rules, and policy manuals relative to the unemployment insurance program. The position requires skills in identifying issues; gathering, evaluating, interpreting and presenting facts in relationship to application of the laws, rules and policies governing the program. A file is then created and forwarded for review and follow-up to our adjudication department. A UI Claims Specialist is in a production environment and must balance quality and quantity performance expectations and maintains an organized work area. Processes and procedures are adjusted on a regular basis to assure the Integrity of the Program.

SECTION 3. DESCRIPTION OF DUTIES

List the major duties of the position. State the percentage of time for each duty. Mark “N” for new duties, “R” for revised duties or “NC” for no change in duties. Indicate whether the duty is an “Essential” (E) or “Non-Essential” (NE) function.

% of Time	N/R/NC	E/NE	DUTIES
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Note: If additional rows of the below table are needed, place cursor at end of a row (outside table) and hit “Enter”.

40%	Unemployment Insurance Eligibility		
	NC	E	Receives a high volume of customer information through automated entry from telephone, Imaging system, and/or internet systems; obtain and clarify additional information from telephone interviews to assist customers in filing for unemployment insurance benefits. Simultaneously enter claims information and documentation into computerized database for all types of initial, additional and continued claims including: Oregon intrastate and complex claims such as interstate, combined wage claims, UCX (military claims), UCFE (federal employee claims), TUI (training UI), DUA (disaster unemployment), TRA (Trade Readjustment Act), NAFTA (North American Free Trade Act) and extended benefit claims.
	NC	E	Analyzes claims to determine eligibility for Unemployment Insurance benefits; applies relevant statutes, rules and regulations; determines need for further investigation and documentation.
	NC	E	Detects potentially disqualifying issues and uses problem solving methods to determine eligibility for unemployment insurance benefits.

	NC	E	Monitor call queues for number of calls waiting and wait times; organize workload to be responsive to team members.
	NC	E	Provides quality assurance by reviewing unemployment insurance claims for completeness and accuracy and to meet customer needs and production goals; manages the length of calls accordingly.
25%	Customer Service		
	NC	E	Respond to inquiries from a diverse population of customers; answer claims related questions, interpret unemployment insurance laws and rules and correct problems on claims already in existence. Work with UI Benefits and Tax Sections to resolve claims with missing wages. Respond to requests by claimants, employers and the general public in accordance with the state confidentiality laws and rules. Review claimant eligibility and payment status by interviewing claimants to ensure proper processing of payments or suspension of payments pending further action or investigation.
	NC	E	Answer technical questions regarding the status of unemployment claims, wage record discrepancies, claims procedures, or problems identified that prevent claims processing.
	NC	E	Uses technical knowledge of laws and procedures to assist other staff, internal and external customers when special problems exist such as combined wage claims, base year extensions, TRA/NAFTA training programs, etc.
25%	Communication		
	NC	E	Effectively uses knowledge of the labor market to assist claimants in seeking and obtaining employment, and to determine suitable work for claimants.
	NC	E	Educates employer and business community about department services. Provides technical assistance to employers regarding laws and rules governing UI and Workforce Operations (WO). Develops and maintains knowledge of employers and employer organizations and labor unions.
	NC	E	Uses personal computer systems with intranet and internet to review and manage work including using macros to process claims; using imaging for retrieval of documentation regarding eligibility for unemployment insurance benefits. Modifies flags or other stops that impact customer payments, changes or enters line flags regarding claim status, and updates claim comments using the computerized system.
	NC	E	Provides information to the public regarding the UI program while maintaining confidentiality requirements; handles unique requests to identify and resolve problems raised by claimants or employers.
	NC	E	Evaluates and validates the work search of claimants to determine compliance with active work search requirements.
	NC	E	Work with claimants and/or employers on a daily basis who may be emotional, uncooperative, hostile, abusive and/or threatening.
5%	Assist and Collaborate with Employers, Claimants, Adjudicators and Partners		
	NC	E	Assists interested parties (employers or claimants) who wish to file requests for hearings. Explains nonmonetary determinations including the impact of the decision on benefit payments to claimants. Assist claimants in requesting hearings and represents Employment Department at hearings as requested. Reads and understands Office of

			Administrative Hearings and Appeals Board Decisions and explains decisions to customers. Submits overpayment information to appropriate central office section.
	NC	E	Provides basic information to employers, claimants and the general public regarding other Department services including but not limited to: a) WorkSource center services; b) Information for job referrals, labor market information and other support services and workshops to develop individualized job search techniques. c) Self-service computer programs and résumé writing tools available in the WorkSource Offices. Refers internet materials for job search and career information and for answers to questions on labor market conditions, wages and employment trends. Refers customers to Oregon.gov, BOLI, Quality Info, and Bureau of Labor and Industries Websites.
	NC	E	Instructs customers of their rights and responsibilities relative to Unemployment Insurance benefits, while maintaining confidentiality requirements.
	NC	E	Assists other sections with work in areas such as fraud detection and investigation, collections, labor disputes, thefts, <i>etc.</i> , and employer chargeability.
	NC	E	Identifies, investigates and determines a <i>prima facie</i> case of fraudulent activity on a claim and refers the claim to a fraud investigator with documentation for further action.
	NC	E	Forwards appropriate information and documentation to appropriate processing units regarding labor disputes, theft and other situations that affect employer chargeability.
	NC	E	Works collaboratively with management, adjudicators and Business Employment Specialists in UI Call Centers, Central Office and WorkSource Centers to maintain workflow to and from those offices, while not disrupting service to UI and WO customers.
5%	Additional Duties		
	NC	E	Assists other field office or section staff with workload or special assignments as directed by manager. Assists other unit employees with processing and updating claims and with routine file maintenance. Assists unit management with the identification of needed changes, design and implementation of new unit procedures.
	NC	E	Develops and maintains effective working relationships within the office. Communicates professionally and appropriately with customers, partners, and co-workers. Knows and understands the cultural diversity dynamics that exist within the service delivery area, and adjusts service delivery as needed to meet the needs of the population served. Works effectively with people from diverse cultures including non-English speaking customers.
	NC	E	Determines eligibility for OED programs and provides value-added referrals to community resources and supportive services agencies for needed services and/or technical assistance. Maintains a good knowledge of supportive services available within the community.
	NC	E	Identifies when wage records are incomplete, and initiates the claim wage redetermination process. Works with Benefits and Tax to resolve claims with missing wages. Uses wage records to assist in determining

			independent contractor status relative to UI laws.
	NC	E	Maintains flexibility in responding to workload situations. Organizes personal workload to meet customer needs and production goals. Understands agency and office production goals, and works towards the attainment of the goals.
	NC	E	Maintains regular and consistent attendance.
	NC	E	Perform other duties as assigned.
100%			

SECTION 4. WORKING CONDITIONS

Describe any on-going working conditions. Include any physical, sensory, and environmental demands. State the frequency of exposure to these conditions.

Continual use of telephone and computer system to process work and be adaptable to technological changes/updates in computer technology to process work.

Must communicate effectively, listening, verbally, and in writing.

Must be able to work in an open office environment which includes close proximity to co-workers and fluctuating noise levels.

Requires maintaining objectivity while working with parties who are frequently emotional, angry, and/or hostile.

Requires adjusting to continually changing laws, workload, rules, policies, and procedures to perform daily work.

SECTION 5. GUIDELINES

a. List any established guidelines used in this position, such as state or federal laws or regulations, policies, manuals, or desk procedures.

Collective Bargaining Agreement: State Personnel policies and procedures. Federal and State Laws, rules, regulation and policies concerning the legal operation of the UI and WO programs. In addition to these guidelines, the position also operates with state and Interstate Benefit Manuals, Oregon Law Book and Administrative Rules Book, the WO Manual, and the Confidentiality Handbook.

b. How are these guidelines used?

The reference materials contain general guidelines, which are used to perform the office functions. The position requires use of independent judgment and innovative problem solving skills.

To insure uniform compliance that correct eligibility, payment or denials are made. They are the basis for determining eligibility to ensure that the UI Trust Fund is accurately distributed. The Confidentiality Handbook interprets law and administrative rules and established Department policy with regard to confidential records.

SECTION 6. WORK CONTACTS

With whom, outside of co-workers in this work unit, must the employee in this position regularly come in contact?

Who Contacted	How	Purpose	How Often?
Claimants	By telephone, mail and email	To explain eligibility and program requirements, rights and responsibilities, gain further information, restart a claim and answer questions	Daily
Applicants	By telephone and mail	To explain program criteria, gain further information, answer questions, refer to supportive services and provide job information.	As Needed
Employers	By telephone, facsimile, or email	To obtain employer information regarding claimant eligibility for benefits (fact finding information).	As Needed
Central Office	By telephone, email and mail	To get clarification of program requirements, request program approval or redetermination of benefit amount	As Needed
General Public	By telephone, letter or email	Obtain or give information, provide assistance, answer questions.	As Needed
Other Field Offices	By telephone, email, mail or in person	Obtain or give information, provide assistance, answer questions.	As Needed

Note: If additional rows of the below table are needed, place cursor at end of a row (outside table) and hit "Enter".

SECTION 7. POSITION RELATED DECISION MAKING

Describe the typical decisions of this position. Explain the direct effect of these decisions.

The UI Claims Specialist is responsible for engaging, interacting, and interpreting claimants, employers and other sources of information in the claims processing process to detect eligibility, issues, and comprehension. The claims Specialist has to decide when there is sufficient information gathered to process through or set-up a claim for review based on Oregon Laws and Rules. The UI Claims Specialist frequently documents reasons for separation prior to routing to Adjudication, and determines if the claimant is adhering to eligibility requirements (physically able to work; available all the days and hours that are normal for suitable work in their labor market; and actively seeking work); plus a myriad of other issues related to the payment of benefits from the Unemployment Insurance Trust Fund.

Quality and Quantity of claims and claim documents are essential to processing through the workload. Decisions based on inadequate processing may result in claimants obtaining or not obtaining benefit payments, hearings, or due process violations. Employer's tax rates are affected by decisions as their tax rates are based on their claims experience.

SECTION 8. REVIEW OF WORK

Who reviews the work of the position?

Classification Title	Position Number	How	How Often	Purpose of Review
Manager- Eni Olufusika	0000686	Reviews work in progress	Randomly. Also conducts annual performance appraisal to discuss with employee how well performance standards and goals have been met during the past year.	At completion, for completeness, accuracy, and adherence to department policy and procedures and Federal and State laws, rules and regulations.
Business & Employment Specialist 2 / Lead Worker		Observation and personal contact	Daily, Weekly, Monthly	Guidance and training. As the incumbent gains proficiency, the number of reviews decreases.

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SECTION 9. OVERSIGHT FUNCTIONS

THIS SECTION IS FOR SUPERVISORY POSITIONS ONLY

a. How many employees are directly supervised by this position? _____

How many employees are supervised through a subordinate supervisor? _____

b. Which of the following activities does this position do?

- | | |
|--|---|
| <input type="checkbox"/> Plan work | <input type="checkbox"/> Coordinates schedules |
| <input type="checkbox"/> Assigns work | <input type="checkbox"/> Hires and discharges |
| <input type="checkbox"/> Approves work | <input type="checkbox"/> Recommends hiring |
| <input type="checkbox"/> Responds to grievances | <input type="checkbox"/> Gives input for performance evaluations |
| <input type="checkbox"/> Disciplines and rewards | <input type="checkbox"/> Prepares & signs performance evaluations |

SECTION 10. ADDITIONAL POSITION-RELATED INFORMATION

ADDITIONAL REQUIREMENTS: List any knowledge and skills needed at time of hire that are not already required in the classification specification:

This position requires successfully passing a criminal records check, which may require a fingerprint-based records check, as a condition of employment.

Bilingual _____ will use her bi-lingual _____/English skills in her/his position as a BES 2 to assist customers for _____ language speaking customers.

This position works collaboratively in a team setting. Good team player skills are necessary, including the willingness to collaborate, share information, and contribute to the team’s success as necessary. The position also requires excellent customer service skills for both internal and external customers and the ability to demonstrate initiative and independent judgment on an ongoing basis. Regular and consistent attendance is an essential function.

This position requires that a UI Claims Specialist possess the following skills:

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

Extensive knowledge of unemployment insurance Federal and State laws.

General knowledge of initial and additional claims procedures.

Analytical skills to analyze and interpret laws, rules, and regulations and the ability to apply them to specific situations.

Interviewing skills to interview people of different socioeconomic and cultural backgrounds to obtain information answer questions and explain decisions, laws, and regulations.

Skill in making judgments and decisions to apply and explain laws, rules, policy and procedures.

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

Skill in applying laws, rules, and regulations to individual cases, which leads to a decision to process, flag, or set-up the claim for review.

Verbal and written communication skills sufficient to explain rules, regulations, etc., which includes correct grammar, spelling, and vocabulary.

Skill to communicate with a variety of individuals who may be irate, hostile, and/or abusive, using a variety of techniques.

Mathematical skills sufficient to calculate options, deduct income.

Skill in establishing and maintaining productive working relationships with the public and with co-workers and partners.

Skill to present complex ideas in a direct, understandable language.

Skill in eliciting information regarding an individual’s personal situation.

Skill in using independent judgment.

Skill in maintaining confidentiality of claim filing, as well as claimants’ claim information.

BUDGET AUTHORITY: If this position has authority to commit agency operating money, indicate the following:

Operating Area	Biennial Amount (\$00000.00)	Fund Type
Personal Services, Services &		

Note: If additional rows of the below table are needed, place cursor at end of a row (outside table) and hit “Enter”.

Supplies		

SECTION 11. ORGANIZATIONAL CHART

Attach a current organizational chart. Be sure the following information is shown on the chart for each position: classification title, classification number, salary range, employee name and position number.

SECTION 12. SIGNATURES

Employee Signature

Date

Supervisor Signature

Date

Appointing Authority Signature

Date