



STATE OF OREGON
POSITION DESCRIPTION

Position Revised Date:
07/22/2026

This position is:

- ☒ Classified
☐ Unclassified
☐ Executive Service
☐ Mgmt. Svc – Supervisory
☐ Mgmt. Svc – Managerial
☐ Mgmt. Svc - Confidential

Agency: Oregon Employment Department

Facility:

☐ New ☐ Revised

SECTION 1. POSITION INFORMATION

a. Classification Title: <u>Compliance Specialist 1</u>	b. Classification No: <u>C5246</u>
c. Working Title: <u>Claims Specialist</u>	d. PPDB No/WD ID: _____
e. Section Title: <u>UI Benefits Claims</u>	f. Agency No: <u>47100</u>
g. Employee Name: _____	h. Budget Auth No: _____
i. Supervisor Name: _____	j. Repr. Code: <u>OAH</u>
k. Work Location (City – County): _____	
l. Position: ☒ Permanent ☐ Seasonal ☐ Limited Duration ☐ Academic Year ☒ Full-Time ☐ Part-Time ☐ Intermittent ☐ Job Share	
m. FLSA: ☐ Exempt ☒ Non-Exempt	If Exempt: ☐ Executive/Supervisory ☐ Administrative ☐ Professional ☐ Computer n. Eligible for Overtime: ☒ Yes ☐ No

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) program for Oregon workers and business (Unemployment Insurance and Contributions and Recovery divisions); recruiting and referring applicants to job openings and assisting job seekers in their employment searches (Workforce Operations division); developing and distributing workforce and economic information (Workforce and Economic Research); administering a paid family and medical leave insurance program for Oregon workers and businesses (Paid Leave Oregon and Contributions and Recovery divisions); and providing administrative services to the Office of Administrative Hearings, which adjudicates citizen and business disputes with agencies.

The Oregon Employment Department fosters fairness, equity, and inclusion to maintain a workplace environment where everyone is treated with respect and dignity regardless of race, color, national origin,

religion, sex, sexual orientation, gender identity, marital status, age, veteran status, disability, or status as a victim of domestic violence, harassment, sexual assault, or stalking. This policy applies to every aspect of our employment practices, including recruitment, hiring, retention, promotion, and training. A goal of the Oregon Employment Department is to become an employer of choice for individuals of all backgrounds and promote an inclusive workplace culture that encourages diversity and allows employees to excel.

The Unemployment Insurance (UI) Division supports economic stability for Oregonians and Oregon communities through the payment of UI benefits, which provide a temporary, partial wage replacement for workers who are unemployed through no fault of their own. These benefits help unemployed workers meet their financial obligations while looking for a new job. Funding from the program comes from a payroll tax on employers. The UI Division is comprised of the UI Contact Center (Claims and Adjudication), Benefit Payment Control, Benefit Services, UI Data Analytics, and UI OPS, with the majority of team members working remotely across the state to help ensure our workforce reflects the backgrounds and communities of the customers we serve. The UI Division strives to exceed customers' expectations through a commitment to continuously improving delivery of our services; applying law and policy accurately, consistently, and equitably; communicating openly, honestly, and respectfully; and proactively collaborating with external and internal partners and other interested parties. The UI Division works to create a positive community where employees have ownership of and take pride in the work they do and the services they provide to our customers and partners. Each person within the UI Division protects the integrity of the UI program.

- 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:**

Process claims and have regular contact with individuals filing for and/or claiming Unemployment Insurance (UI) benefits. UI Claims Specialists 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 UI 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. Claimant files are then forwarded through the Frances system for review and follow-up to our adjudication department. UI Claims Specialist is in a production and call center environment and must balance quality and quantity performance expectations and maintains an organized work area. Processes, procedures, and work assignment are adjusted on a regular basis to assure the Integrity of the UI 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
40%	R	E	Answer inbound telephone calls from claimants and employers to collect information, answer questions, and provide status updates regarding unemployment insurance claims, appeals, and processes after confirming customer identity. Place outbound telephone calls or Web Notices to claimants in order to collect further information regarding outstanding issues or follow up on escalated calls from claimants that come to UI Claims from other reporting areas. Receive a high volume of customer information through automated entry from telephone, Frances system, and/or internet systems such as web

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

			notices or live chat; obtain and clarify additional information from telephone interviews to assist customers in filing for UI benefits. Simultaneously enter claims information and documentation into Frances system 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), NAFTA (North American Free Trade Act) and extended benefit claims. Analyze claims to determine eligibility for UI benefits by applying relevant statutes, rules and regulations or determining the need for further investigation and documentation. Review records and compare to laws, rules, regulations, statutes, policies, and guidelines to decide compliance in order to detect potentially disqualifying issues and use problem solving methods to decide eligibility for UI benefits. Monitor call queues for number of calls waiting and wait times; complete work assignments planned and assigned based on customer and operational needs; organize workload to be responsive to team members. Provide quality assurance by reviewing claims for completeness and accuracy and meeting customer needs and production goals; manages the length of calls accordingly.
25%	NC	E	Respond to inquiries from a diverse population of customers; answer claims related questions, interpret UI laws and rules and correct problems on claims already in existence. Work with UI Benefits and Contributions Sections to resolve claims with missing wages. Respond to requests by claimants, employers and the 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. Answer technical questions regarding the status of unemployment claims, wage record discrepancies, claims procedures, or problems identified that prevent claims processing. Use 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, training programs, etc.
25%	NC	E	Effectively uses knowledge of the labor market to assist claimants in seeking and obtaining employment, and to determine suitable work for claimants. Educate 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. Use personal computer systems with intranet and internet to review and manage work including using Frances to process claims, using Frances for retrieval of documentation regarding eligibility for UI benefits. Modify benefit issues or other stops that impact customer payments, changes or enter line flags regarding claim status, and updates claim comments using the Frances system. Provide 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. Evaluate and validate the work search of claimants to determine compliance with active work search requirements.

			Work with claimants and/or employers daily who may be emotional, uncooperative, hostile, abusive and/or threatening.
5%	NC	E	Assist interested parties (employers or claimants) who wish to file requests for hearings. Explain non-monetary determinations including the impact of the decision on benefit payments to claimants. Assist claimants in requesting hearings and represents the 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 the appropriate central office section. Provide basic information to employers, claimants and the public regarding other Department services including but not limited to: • WorkSource center services. • Information for job referrals, labor market information and other support services and workshops to develop individualized job search techniques. • 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. • Paid Leave Oregon services and other information about the program including when the program's timeline for implementation. Refer customers to Oregon.gov, BOLI, Quality Info, and Bureau of Labor and Industries Websites. Instruct customers of their rights and responsibilities relative to UI benefits, while maintaining confidentiality requirements. Assist other sections with work in areas such as fraud detection and investigation, collections, labor disputes, thefts, etc., and employer chargeability. Identify, investigate and determine a <i>prima facie</i> case of fraudulent activity on a claim and refer the claim to a fraud investigator with documentation for further action Forward appropriate information and documentation to appropriate processing units regarding labor disputes, theft and other situations that affect employer chargeability. Work collaboratively with management, adjudicators and Business Employment Specialists in UI Contact Centers, Central Office and WorkSource Centers to maintain workflow to and from those offices, while not disrupting service to UI and WO customers.
5%	NC	E	Assist other field office or section staff with workload or special assignments as directed by manager. Assist other unit employees with processing and updating claims and with routine file maintenance. Assist unit management with the identification of needed changes, design and implementation of new unit procedures. Develop and maintain effective working relationships within the office. Communicates professionally and appropriately with customers, partners, and co-workers. Know and understand the cultural diversity dynamics that exist within the service delivery area and adjust service delivery as needed to meet the needs of the population served. Work effectively with people from diverse cultures including non-English speaking customers. Determine eligibility for OED programs and provide value-added referrals to community resources and supportive services agencies for needed services and/or technical assistance. Maintain a good knowledge of supportive services available within the community.

			Identify when wage records are incomplete and initiate the claim wage redetermination process. Work with Contributions and Recovery to resolve claims with missing wages. Use wage records to assist in determining independent contractor status relative to UI laws. Maintain flexibility in responding to workload situations. Organize personal workload to meet customer needs and production goals. Understand agency and office production goals and work towards the attainment of the goals. Maintain regular and consistent attendance 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.

The work assigned for this position is completed through a remote work model, in accordance with the statewide Working Remotely Policy 50.050.01.

The employee in this position may instead choose to work in-office or through a hybrid in-office/remote model.

If choosing to work in an office, the employee in this position must be able to work in an environment which includes close proximity to co-workers and/or customers, and fluctuating noise levels.

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?
<i>Note: If additional rows of the below table are needed, place cursor at end of a row (outside table) and hit "Enter".</i>			
Claimants	Telephone/ Email/ Mail / Internet Messaging	To explain eligibility and program requirements, rights and responsibilities, gain further information, restart a claim and answer questions	Daily
Applicants	Telephone/ Email/ Mail / Internet Messaging	To explain program criteria, gain further information, answer questions, refer to supportive services and provide job information.	As Needed
Employers	Telephone/ Email/ Mail / Internet Messaging	To obtain employer information regarding claimant eligibility for benefits (fact finding information).	As Needed
Central Office	Telephone/ Email/ Mail / Teams Messaging	To get clarification of program requirements, request program approval or redetermination of benefit amount	As Needed
General Public	Telephone/ Email/ Mail / Teams Messaging	Obtain or give information, provide assistance, answer questions.	As Needed
Other Field Offices	Telephone/ Email/ Mail / Teams Messaging	Obtain or give information, provide assistance, answer questions.	As Needed

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 information from claimants, employers, and other sources in the claims processing actions 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 reviews records and documents in accordance with laws, rules, regulations, statutes, policies, and guidelines to decide compliance in order to detect and document potentially disqualifying reasons for separation prior to routing to Adjudication. Also decides 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 processes may result in claimants obtaining or not obtaining benefit payments, hearings, or due process violations. Employers' 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
Note: If additional rows of the below table are needed, place curser at end of a row (outside table) and hit "Enter".				
Employment Services Supervisor 1		Reviews work in progress	Daily, Weekly, Monthly, and as needed. 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.
Claims Specialist 1- Lead Worker		Observation and personal contact	Daily, Weekly, Monthly	Guidance and training.

SECTION 9. OVERSIGHT FUNCTIONS

THIS SECTION IS FOR SUPERVISORY POSITIONS ONLY

- a. How many employees are directly supervised by this position? N/A
How many employees are supervised through a subordinate supervisor? N/A
- b. Which of the following activities does this position do?
- | | |
|--|---|
| ☐ Plan work | ☐ Coordinates schedules |
| ☐ Assigns work | ☐ Hires and discharges |
| ☐ Approves work | ☐ Recommends hiring |
| ☐ Responds to grievances | ☐ Gives input for performance evaluations |
| ☐ Disciplines and rewards | ☐ 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.

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

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