

**EMPLOYMENT PROGRAMS CLAIMS DEPUTY****Nature of Work**

Under general supervision, performs work at the full-performance level adjudicating contested unemployment compensation claims or complex claims for workers' compensation benefits, and reviewing the work of positions adjudicating less complex claims. Investigates contested claims and determines eligibility for benefits, and the amount thereof. Exercises independent judgement in decision-making, but has little latitude to vary procedures within state and federal guidelines, rules, regulations, and laws. Performs related work as required.

**Examples of Work**

- Conducts fact-finding interviews with claimants and employers and records the result as appropriate.
- Prepares written decision covering findings.
- Determines eligibility for benefits in questionable cases.
- Explains legal basis for and results of decisions and appeal rights to interested parties.
- Prepares and directs preparation of correspondence relative to claims.
- May appear as a witness before appeals tribunals and boards of review.
- May plan, assign, and review work of positions engaged in claims taking.

**Knowledge, Skills and Abilities**

- Knowledge of the state and federal laws and regulations pertaining to the agency, and unemployment or workers compensation in particular.
- Knowledge of the functions and objectives of the agency.
- Knowledge of the duties and requirements of a variety of occupations.
- Knowledge of office methods and procedures.
- Ability to exercise good judgement in appraising situations and making decisions.
- Ability to apply unemployment or workers' compensation rules and regulations to contested cases and determine eligibility.
- Ability to communicate well, both orally and in writing.
- Ability to assign and review the work of others.

**Minimum Qualifications**

- TRAINING** Graduation from a standard high school or equivalent.

**EMPLOYMENT PROGRAMS CLAIMS DEPUTY (CONT'D)**

**Minimum Qualifications (cont'd)**

**EXPERIENCE** Four years of full-time or equivalent part-time paid experience in taking and processing claims for unemployment compensation or workers' compensation benefits; OR as a paralegal, legal assistant conducting legal research, reading and interpreting laws, or preparing legal documents under the supervision of an attorney.

**SUBSTITUTION** Successfully completed study in an accredited college or university may substitute for the above experience on a year-for-year basis.

Established: 12/1/91  
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