

EMPLOYMENT PROGRAMS INTERVIEWER 1**Nature of Work**

Under general supervision, at the beginning level, performs work using standardized interviewing methods to obtain, verify, or interpret information from customers, applicants, claimants and/or employers in a local office or an itinerant point. May be required to work in other field offices, central office, and itinerant points. Performs related work as required.

Distinguishing Characteristics

Work at this level is characterized by the emphasis placed on the use of knowledge of the Unemployment Compensation and Job Service Operations, UC Laws, Regulations, and Policies. Duties at this level do not include lead work.

Examples of Work

Takes initial and continued unemployment compensation claims.

Explains the benefits provisions of the various Unemployment Law and Regulations to claimants, employers and other interested parties.

Interviews customer to obtain or verify employment history and complete or update applications.

Assigns occupational title and code to application using the Dictionary of Occupational Titles or other appropriate classification systems.

Takes job information from prospective employers by telephone, mail or in person, and writes job orders.

Determines when to take fact-finding statements.

Conducts eligibility review interviews to determine eligibility and coordinate re-employment activities which includes a work search plan.

Reviews and processes continued claim forms, checking for possible issues, completeness and work search activities before unemployment payment is released.

Processes claims and appeals to non-monetary determinations.

Processes requests for re-determination by reviewing claimant's wage records history and request investigation of missing wages.

Determines amount of missing wages and processes wage affidavit.

May assist customer in completing proper forms accurately.

Handles inquiries either by phone or in person directing customer on base periods, general eligibility requirements, employment service and other information.

EMPLOYMENT PROGRAMS INTERVIEWER 1 - CONT'D.

Examples of Work - Cont'd.

May do other duties, as assigned, related to the daily operation of a local office including clerical functions. Takes claims in groups when determined necessary by manager. Will be required to travel to training statewide.

Knowledge, Skills and Abilities

Knowledge of the functions and objectives of the public unemployment offices.
Ability to learn unemployment claims office and job service office routine.
Ability to learn the state and federal laws pertaining to the agency.
Ability to learn approved interviewing techniques.
Ability to conduct an effective interview to obtain necessary information from claimants and employers.
Ability to record and evaluate a variety of factual information and prepare reports.
Ability to interpret agency regulations to others.
Ability to understand and follow oral and written instructions and guidelines.
Ability to deal effectively and tactfully with the public, claimants and employers.
Ability to learn necessary computer skills, which are required to process unemployment claims.

Minimum Qualifications

TRAINING: Graduation from a four-year high school or the equivalent.
EXPERIENCE: Two years of full-time or equivalent part-time paid employment.
SUBSTITUTION: Successful full-time study or equivalent part-time study in an accredited college or university or resident business or vocational school may be substituted through an established formula for the required experience.

Established: 05/20/1999
Effective: 08/01/1999