

EMPLOYMENT PROGRAMS INTERVIEWER 2**Nature of Work**

Under general supervision, performs work at the full-performance level using standardized interviewing methods to obtain, verify, or interpret information from claimants and/or employers in a local office or itinerant point. Performs related work as required.

Distinguishing Characteristics

Work at this level is characterized by the emphasis placed on greater knowledge of laws, regulations, and/or procedures. In the Unemployment Office, the interviewer is able to take a variety of initial claims in the Unemployment Office, the ability to process complex claims, and can perform various office activities including initial claims, continued claims, fact finding statements, appeal, eligibility review and other activities. Typically, duties at this level do not involve lead work. In the Job Service Office, work at this level is characterized by the emphasis placed on more specialized program knowledge.

Examples of Work

Interviews claimants to determine appropriate claims and takes an Intrastate, Interstate, UCEF, UCX, Combined Wage, New, Additional, Re-open, Partial or Total Claim. May also involve TRA, DUA, EUC, EB, etc.

Interviews applicants to obtain or verify employment history, complete or update applications, or obtain or verify reason for unemployment.

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

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

Recognizes possible separation and availability issues and takes appropriate fact-finding statements.

May conduct eligibility review interviews.

Verifies claimants' continued claim forms checking for possible issues, completeness, and work search activities before unemployment payment is released.

May appear as a witness for Board of Review hearings, Magistrate Court hearings or trials.

EMPLOYMENT PROGRAMS INTERVIEWER 2 - CONT'D.

Examples of Work - Cont'd.

May perform more complex interviews such as fraud and cross match interviews.
May issue non-monetary determinations and may assist with solving on more complex claims.
May conduct predetermination review hearings to gather additional facts on each side of the issue necessary to render separation and non-separation determinations.
Contacts employers to explain services available in order to solicit job orders.
Coordinates referral activities on job orders.
Interprets policies and guidelines.
Prepares reports as requested by the manager.
May be required to travel statewide.

Knowledge, Skills and Abilities

Knowledge of the functions and objectives of public unemployment and job service offices.
Knowledge of unemployment claims office and job service office routine.
Knowledge of the state and federal laws pertaining to the agency.
Knowledge of approved interviewing techniques.
Knowledge of a variety of occupations and their required qualifications.
Ability to conduct an effective interview to obtain necessary information from claimants, employers and applicants.
Ability to record and evaluate a variety of factual information and prepare reports.
Ability to analyze job requirements and evaluate applicants qualifications.
Ability to acquire keyboard and computer skills.
Ability to perform public speaking to employers and other customers.
Ability to administer a variety of tests to public and score tests on a computer.
Ability to coordinate and administer specialized government programs using knowledge of regulations, obtaining information from employers, consultants, government organizations and employees.
Ability to record and evaluate a variety of factual information and prepare reports.

EMPLOYMENT PROGRAMS INTERVIEWER 2 - CONT'D.

Knowledge, Skills and Abilities - Cont'd.

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.

Minimum Qualifications

TRAINING: Graduation from a four-year high school or the equivalent.

EXPERIENCE: Three years of full-time or equivalent part-time paid employment including at least one year of experience in a public employment office where the primary work involved taking claims or interviewing or personnel work in industry or a public agency that involved recruitment, interviewing, testing, counseling, selecting, classification, or placement of persons seeking 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 general experience.

Established: 05/20/1999

Effective: 08/01/1999