

EMPLOYMENT PROGRAMS INTERVIEWER 3**Nature of Work**

Under general supervision, performs advanced level work planning and carrying out claims taking activities, deputy duties, planning an effective employer relations program and/or supervisor/managerial duties in supervisor's absence. Must have ability to read, interpret and apply State/Federal Laws, Regulations, and Policies. Performs related work as required.

Distinguishing Characteristics

May be in charge of a specialized function, i.e. initial claims taking process, employer relations programs or performs lead-work duties. Adjudicates a substantial amount of unemployment compensation claims. In a job service office, works on a specialized function or lead work duties.

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, ET, 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 Title or other approved classification system.

Takes job information from prospective employers by telephone, mail or in person and writes job orders may be in charge of the Job Service Office in the manager's absence.

Contacts employers to explain services available in order to solicit job orders and their participation in Job Service Advisory Committees.

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

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

May file complaints in Magistrate Court and attend hearings/trials involving prosecution of fraud cases.

May coordinate activities with prosecutor, public defenders, and Magistrate Court regarding any legal action concerning unemployment fraud.

EMPLOYMENT PROGRAMS INTERVIEWER 3 (CONT'D)**Examples of Work - cont'd.**

Processes documents for potential relief of charges applying knowledge of Unemployment Compensation Laws and Regulations. Promotes the use of placement and technical services offered to employers by the agency.

Reviews employer and placement records and consults other staff members to plan the most effective approach to secure employer acceptance of agency service.

Maintains continuing plan service for individual employers, employer record files, and visit control schedules.

Selects and refers applicants on the basis of qualifications.

Contacts employer organizations, unions, civic and other community groups to explain the agency's employment service activities.

May be required to respond to legal action, i.e., subpoenas.

Work as a problem solver on complex claims.

Appears as a witness before Board of Review hearings.

Will conduct predetermination review hearings to gather additional facts on each side of the issue necessary to render separation and non-separation determinations.

May adjudicate contested unemployment compensation claims.

May assign work to lower level employees, may review work of others.

Serves as lead worker over claim activities and may be in charge of office in manager's absence.

Will be required to travel to outside training statewide.

May conduct meetings to train or discuss procedural changes.

Knowledge, Skills and Abilities

Knowledge of the functions and objectives of public unemployment and job service offices.

Knowledge of the state and federal laws pertaining to the agency.

Knowledge of approved interviewing techniques.

Knowledge of the process utilized by the unemployment claims office and job service office.

Ability to conduct an effective interview to obtain necessary information from applicants and employers.

Ability to record and evaluate a variety of factual information and prepare reports.

Ability to interpret agency regulations.

EMPLOYMENT PROGRAMS INTERVIEWER 3 (CONT'D)

Knowledge, Skills and Abilities - cont'd.

Ability to 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: Four years of full-time or equivalent part-time paid employment including at least three years experience in a public employment office selecting and referring workers to employers, or taking applications and initial claims, or work involving selection and referring applicants/employees in industry or government.

SUBSTITUTION: Successful full-time study or equivalent part-time study in an accredited college or university or resident business or vocational school training may be substituted through an established formula for the required general experience.

SPECIAL REQUIREMENT: Availability of a car for continuous use may be a requisite to employment.

FOR DIVISION OF REHABILITATION SERVICES ONLY:

TRAINING: Bachelor's degree from an accredited college or university.

SUBSTITUTION: Experience as described below may substitute for the required training on a year-for-year basis.

EXPERIENCE: One year of full-time or equivalent part-time paid employment in a public employment office selecting and referring workers to employers, or work involving selection and/or referring applicants/employees in industry or government, or sales work which involved marketing and/or advertising.

SPECIAL REQUIREMENT: Availability of a car for continuous use may be a requisite to employment.

Established: 05/20/99
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