EMPLOYMENT PROGRAMS TECHNICIAN 1

Nature of Work

Under general supervision, performs at the full-performance level, program and technical work relative to special programs of the Bureau of Employment Programs. The work includes reviewing and making recommendations on Bureau activities and applications pertaining to West Virginia Unemployment Law and state and federal regulations. The work also includes the interpretation and application of state and federal law as pertains to the identification and registration of employers liable under the West Virginia Unemployment Compensation Law. Performs related work as required.

Distinguishing Characteristics

The Employment Programs Technician 1 is distinguished from the Office Assistant 3 by the nature of the involvement with programs established by state and/or federal regulations. Work at this level is characterized by the emphasis placed on the use of specialized program knowledge. This class performs duties that are program exclusive and is responsible for program activities in the area of assignment, including the interpretation and analysis of state and federal regulations necessary to administer the program and to provide services to participants.

Examples of Work

Analyzes documentation, accounts, and records to assess liability, adjustments, and delinquencies, and to assure compliance with state and/or federal laws and regulations.

Responsible for resolution of errors and for processing special and problem claims accurately.

May conduct interviews and make initial determinations of eligibility. Interviews claimants in person when they inquire about the status of their claim.

Answers telephone inquiries and corresponds with employers, other agency employees, and personnel from other states concerning program activities.

Analyzes documentation and registers employers liable under Unemployment Compensation Law either from registration documents or a one on one interview with the employer.

May compile claim-related, special, and/or statistical reports.

Maintains and posts departmental or programmatic information to logs and/or ledgers and/or tax databases.

Represents the program in the area of assignment and provides technical assistance to staff, state agencies, and outside entities.

Has contact with federal, state, local program representatives and officials, Bureau management and staff, and legislature.

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Examples of Work - Cont'd.

Prepares written payment plan agreements and tracks accounts subject to such agreements.

Other duties may include, processing and paying claims, transferring funds, making bank deposits, working with tax forms, working special project and program assignments, etc.

Process wage reports to be entered on Automated Wage Record System in order to pay claims for unemployment compensation. Contact employers to resolve problems with the wage reports such as missing social security numbers.

Work may also include processing unemployment compensation claims for federal employees (UCFE) and ex-service members (UCX), claims regarding the child support intercept programs, claims regarding alien status, and correction of claims.

Resolves issues concerning missing or incorrect wages, missing checks, forgeries, returned checks, special checks and check adjustments.

Processing claims involving Administrative Law Judges cases, Board of Review cases, labor disputes and reinstatement of benefits.

Processing Unemployment Compensation claims regarding Disaster Unemployment Assistance (DUA), TRA benefits, NAFTA/TAA benefits, and TRA certifications.

Resolving employer charging questions.

Transferring out wages to paying state in combined wage claims.

Transferring in wages of combined wage claims.

Processing appeal of denied relief of employer charges and processing relief of employer charges.

Processing relief of employer charges.

Knowledge, Skills and Abilities

Knowledge of or ability to learn rules, regulations, policies, and procedures of the Bureau of Employment Programs.

Knowledge of or ability to learn federal and state regulations, laws, and statutes governing program or technical area.

Knowledge of general office procedures.

Ability to collect and compile accurate information.

Ability to determine how changes effect area of assignment.

Ability to perform basic arithmetic and clerical-related tasks.

Ability to communicate well, both orally and in writing.

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Minimum Qualifications
   Training: Graduation from a standard high school or the
      equivalent.
   Experience: Six years of full-time or equivalent part-time paid
      experience performing routine office work three of which
      must have been with the Bureau of Employment Programs.
   Substitution: College hours, related business school, or
      vocational training may be substituted through an
      established formula for the required experience on a year-
      for-year basis.

Established: 04/18/02
Effective: 06/01/02