

STATE OF SOUTH DAKOTA CLASS SPECIFICATION

Class Title: Unemployment Insurance Adjudicator

Class Code: 12012

Pay Grade: GH

A. Purpose:

Adjudicate unemployment insurance benefit claims by conducting extensive investigations to obtain factual information and make non-monetary determinations to approve or deny claimant benefits and charge or relieve employer's unemployment insurance accounts.

B. Distinguishing Feature:

Unemployment Insurance Adjudicators make non-monetary eligibility determinations which require the ability to identify issues, conduct investigations, document and record all facts, and issue determinations based on South Dakota Codified Laws and federal requirements. Unemployment Insurance Claims Specialists respond to telephone and Internet inquiries regarding filing, reopening, or adding to existing UI claims. These positions conduct interviews to gather information, provide instructions on the UI process, and tell claimants what they are required to do.

Unemployment Insurance Claims Examiners make routine monetary determinations and determinations to pay or deny individual weekly claims that are layoff situations.

Senior Unemployment Insurance Claims Examiners make both routine and complex monetary and non-monetary eligibility determinations requiring additional fact-finding and investigation.

C. Functions:

(These are examples only; any one position may not include all of the listed examples nor do the listed examples include all functions which may be found in positions of this class.)

1. Determines benefit claims eligibility to maintain program effectiveness and proper benefit dollar expenditures.
 - a. Examines contested, initial, and continued claims by reviewing work separation facts to determine if separation conditions qualify claimant for unemployment insurance benefits.
 - b. Determines claimant's availability for work and subsequent eligibility for benefits.
 - c. Contacts or corresponds with claimants and employers to investigate circumstances regarding work separation, availability/eligibility, and job refusal issues.
 - d. Prioritizes work to make sure all claims are completed in a timely manner and meet quality standards as required by federal regulations, which directly impacts the Unemployment Insurance Tax Fund.

2. Evaluates claims and judges the credibility of statements according to state and federal laws, policies, procedures, and precedents to make accurate determinations and to ensure proper distribution of unemployment insurance funds/entitlements.
 - a. Documents all facts obtained from employers, claimants, and other entities.
 - b. Determines whether additional contact with an employer or claimant is needed to reach a conclusion or agreement as to what caused the issue.
 - c. Examines all facts received and makes an informed decision allowing or denying benefits to a claimant.
 - d. Issues non-monetary determinations, based on facts and according to South Dakota Codified Laws, policies, procedures, and other federal and state monitoring agencies.
 - e. Approves or rescinds charges to employers' accounts based on facts gathered from contacts with employers, claimants, and other entities.

3. Provides technical assistance to unemployment insurance staff and South Dakota Career Center staff and assists in solving problems or to answer questions posed by employers or claimants.
4. Participates in Unemployment Insurance appeal hearings as a witness for the agency and testifies on facts gathered from employers, claimants, or other entities used to issue their determination.
5. Develops fact-finding training materials used to train other UI staff to understand the importance of obtaining and documenting factual information in dealing with claimants and employers.
6. Participates in multi-state Benefits, Timeliness, and Quality (BTQ) scoring of unemployment insurance claims during quarterly reviews either in-house or at another state or regional location.
 - i. Reviews claims completed by UI staff in other states.
 - ii. Determines if information is factual, laws were applied correctly, and grammar and spelling are correct.
7. Performs other work as assigned.

D. Reporting Relationships:

Typically reports to a Labor Program Administrator. Does not supervise, but does provide technical assistance and policy interpretation to South Dakota Career Centers and other unemployment insurance staff.

E. Challenges and Problems:

Challenged to analyze information and make a determination on eligibility according to state and federal laws, guidelines, and procedures. These determinations directly impact a claimant's livelihood and an employer's experience rating. Decisions must meet established time frames and quality regulations set by state and federal unemployment insurance laws and other monitoring agencies and directly impact the Unemployment Insurance Tax Fund. Decisions must be made based on current state and federal laws and must be objectively based on facts as presented.

Typical problems include dealing with complex issues which require multiple contacts with employers, claimants, attorneys, physicians, law enforcement, insurance companies, financial institutions, other state agencies, and employer representatives as needed; establishing credibility between employers and claimants; and determining the facts concerning disputes in relation to separations, availability/eligibility, and a claimant's refusing job referrals or offers.

F. Decision-making Authority:

Decisions include what questions to ask employers and claimants to gather correct information in order to issue a determination, prioritizing own work to meet deadlines, making determinations on claimant's eligibility through the application of the appropriate laws, and the determination to relieve or charge an employer's account or the Unemployment Insurance Tax Fund.

Decisions referred are determinations that require legal opinions, unusual or complex situations, potentially sensitive issues such as prior state employment, and how to handle a claim if the

media is involved.

G. Contact with Others:

Daily contact with claimants, employers, employer representatives, attorneys, physicians, law enforcement, insurance companies, financial institutions, or other state and federal agencies to obtain or convey benefit claims information; and weekly contact with South Dakota Career Center offices to give and receive information.

H. Working Conditions:

Typical office environment.

I. Knowledge, Skills and Abilities:

Knowledge of:

- state and federal unemployment insurance laws;
- division policies, rules and regulations, and their proper application to determinations;
- investigative and legal procedures and practices related to unemployment insurance benefits;
- computers;
- basic accounting and business principles and practices.

Ability to:

- create clear and concise determinations based on appropriate laws;
- deal tactfully with others;
- investigate and evaluate information from claimants and employers;
- communicate information clearly and concisely;
- understand prior significant or precedent setting decisions and apply their rationale to new factual situations.