

## STATE OF SOUTH DAKOTA CLASS SPECIFICATION

**Class Title: Senior Unemployment Insurance Claims Examiner**

**Class Code: 20113**

**Pay Grade: GF**

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### **A. Purpose:**

Examines initial, additional, reopened, and continued unemployment insurance claims and issues monetary eligibility and non-monetary eligibility determinations to approve or deny payment of benefits.

### **B. Distinguishing Feature:**

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

Unemployment Insurance Claims Examiners make only routine monetary determinations and determinations to pay or deny individual weekly claims that are layoff situations. Unemployment Insurance Claims Specialists make only non-monetary eligibility determinations which require significant fact-finding and investigation and may review monetary determinations to identify and resolve accuracy issues relating to initial intra-state monetary determinations to resolve discrepancies and determine whether a claimant is eligible for benefits.

### **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 initial, additional, and continued claims by reviewing work separation information to determine if separation conditions qualify claimant for unemployment insurance benefits.
  - b. Determines claimants' availability for work and subsequent eligibility for benefits.
  - c. Investigates and researches claimant's and/or employer's statements by interviewing or corresponding with claimants and employers to obtain information regarding work separation issues and to determine whether employer's unemployment contribution accounts should be relieved of charges.
  - d. Investigates and determines if overpayments to claimants have occurred and how to correct those overpayments.
2. Examines employer records to ensure employer's unemployment insurance accounts are only billed if the claimant actually worked for that employer.
  - a. Reviews employer's records to determine if a mistake was due to an encoding error.
  - b. Refers questionable or missing information in employer's records to the Tax Unit for investigation.
  - c. Amends notice of benefits to the claimant and employer after the Tax Unit provides needed information on wages from their ex-employers.
3. Processes unemployment compensation for ex-military personnel claims based on military wage credits, and unemployment compensation for federal employees' claims based on federal civilian wage credits to ensure proper payment of benefits.

- a. Examines all wage information and federal documents to comply with federal and state laws.
  - b. Compiles base quarter earnings to comply with federal and state laws.
4. Audits continued claims to ensure accuracy of benefit determinations.
    - a. Checks against computer printout, the master file, benefit history file, and benefit charge file.
    - b. Determines whether payment should have been paid or denied.
  5. Answers employer and claimants' inquiries relating to benefit payments and employer liability to enable them to file in an accurate and timely manner.
  6. Evaluates protests from employers involving charges to their experience rating account, by checking dates, charges, and all information against the unemployment insurance claim to know if it is employment other than the last 30 days and is a charge-ability issue.
  7. Performs other work as assigned.

#### **D. Reporting Relationships:**

Typically reports to a Labor Program Administrator. Does not supervise, but may train new employees and act as a lead worker when working with Unemployment Insurance Claims Examiners.

#### **E. Challenges and Problems:**

Challenged to be knowledgeable in all areas of state and federal unemployment insurance laws and procedures, which is difficult because laws and procedures are always changing and expanding and require additional interpretation. Securing facts from claimants and employers also creates a challenge. All information must be examined and a decision rendered as to whether the separation from work disqualifies the claimant for benefits or not. Rendering a decision on overpayments to claimants can be challenging because it must be determined if an individual intentionally misrepresented themselves or not.

Problems include reporting of claims, resolving eligibility issues, and determining if the separation was for good cause or if it was under disqualifying circumstances.

#### **F. Decision-making Authority:**

Decisions include monetary eligibility and non-monetary eligibility decisions on all types of claims and interpretation of federal and state laws in these areas, whether separations are voluntary or involuntary and involve employer charges, if an overpayment has occurred due to a simple mistake or claimant misrepresentation, how to remedy the overpayment, and determining if an employer is accountable for charges to their unemployment insurance account.

Decisions referred include complex or unusual circumstances or those needing legal interpretation. Determination decisions appealed by the employer or claimant are referred to a hearing examiner.

### **G. Contact with Others:**

Daily contact with employers, claimants, Employment Representatives, and labor department representatives in other states to obtain factual information or to answer their questions about unemployment laws.

### **H. Working Conditions:**

Works in a typical office environment.

### **I. Knowledge, Skills and Abilities:**

Knowledge of:

- federal and state rules and regulations pertaining to unemployment insurance;
- office procedures;
- claims examining.

Ability to:

- work accurately with numbers;
- apply rules and regulations to the work performed;
- deal tactfully with others;
- communicate information clearly and concisely;
- deal with people in an impartial manner;
- form sensible conclusions based upon relevant information;
- follow instructions;
- operate computer, calculator, and other office machines.