



UNEMPLOYMENT INSURANCE CLAIMS CENTER
JOB SERVICE NORTH DAKOTA

SCOPE OF WORK:

The Unemployment Insurance Claims Center is a statewide unemployment insurance claims service unit. Work involves duties relating to the delivery of unemployment insurance claims services to customers including claimants, employers, Job Service staff, and others.

DUTIES PERFORMED AT ALL LEVELS:

- Research and respond to written and telephone inquiries from customers regarding claim status, program requirements, and procedures.
- Process unemployment insurance claims; conduct fact-finding interviews regarding reason for separation from employment; determine, obtain, and evaluate relevant facts/information submitted by claimants, employers, Job Service staff, or others; identify eligibility issues; determine program eligibility; enter information into system.
- Apply job insurance laws in the adjudication of unemployment insurance claims; adjudicate claims as required and issue written decisions to parties of interest.

NOTE: The duties listed are not intended to be all-inclusive. Duties assigned any individual employee are at the discretion of the appointing authority.

CLAIMS CENTER REPRESENTATIVE

0481

GRADE H

LEVEL DEFINITION:

Work at this level involves a basic understanding of all services and programs being provided within the claims center. Positions at this level provide all claims center services and adjudicate routine claims.

ADDITIONAL DUTIES PERFORMED AT THIS LEVEL:

- Advise claimants of claim filing procedures; assist and instruct claimants on the proper use of the Interactive Voice Response System for filing continued claims.
- Process UCX (Unemployment Compensation for Ex-Military Personnel) Claims; identify type of discharge and advise claimant of eligibility.

- Review daily transaction listing of benefit payment related activity; identify and correct errors; conduct follow-up with claimant as necessary.
- Process UCFE (Unemployment Compensation for Federal Employees) Claims; review, audit, and enter data received from local Job Service offices and federal payroll offices.
- Process TRA (Trade Readjustment Act) Claims.
- Process DUA (Disaster Unemployment Assistance) Claims, EB (Extended Benefits) Claims, and various other unemployment insurance programs as they are implemented.
- Perform combined wage and interstate claims processing.
- Determine and assign appropriate employer account number to each claim.

MINIMUM QUALIFICATIONS:

Requires a high school diploma or GED and four years of work experience performing administrative, customer, or employment service duties that involved providing information and assistance to customers. Work experience normally includes receiving and processing information and assisting or directing customers in implementing and completing necessary steps to resolve issues or satisfy inquiries.

Related college-level coursework may be substituted for the work experience requirement on a year-for-year basis.

The selection process for candidates who meet the minimum qualifications and are being considered for selection will include determination of proficiency in the core competencies required for this level and type of work.

CLAIMS CENTER SPECIALIST
GRADE I

0482

LEVEL DEFINITION:

Work at this level involves a comprehensive understanding of all services and programs being provided within the claims center. Positions at this level provide all claims center services and adjudicate complex claims.

ADDITIONAL DUTIES PERFORMED AT THIS LEVEL:

- Write or update non-monetary determination letter used by the agency to allow or deny claimant's benefits.

- Research federal and state laws and regulations, agency policies, court cases, and agency precedent cases to determine applicable law and correct interpretation of laws.
- Assist with administering programs within the claims center.

MINIMUM QUALIFICATIONS:

Requires a high school diploma or GED and six years of work experience: (1) four years of the work experience must have been performing administrative, customer, or employment service duties -- those duties must have included providing information and assistance to customers by receiving and processing information and assisting or directing customers in implementing and completing necessary steps to resolve issues or satisfy inquiries; and (2) two years of work experience must have involved processing insurance or financial eligibility benefit claims.

Related college-level coursework may be substituted for the four years of administrative, customer, or employment service work experience requirement on a year-for-year basis. Internal candidates meet the minimum qualifications for this class if they have completed two years of work experience as a Claims Center Representative.

The selection process for candidates who meet the minimum qualifications and are being considered for selection will include determination of proficiency in the core competencies required for this level and type of work.

CLAIMS CENTER SUPERVISOR

0483

GRADE K

LEVEL DEFINITION:

Work at this level involves a comprehensive understanding of all services and programs being provided within the claims center. Positions at this level adjudicate the most complex claims, supervise staff, and administer assigned programs.

ADDITIONAL DUTIES PERFORMED AT THIS LEVEL:

- Assist staff with difficult unemployment insurance cases and serve as a source of information for employees adjudicating claims.
- Examine requests for appeals and reevaluate cases; determine if cases should be reconsidered or forwarded to the appeals section for a hearing.
- Determine, develop, and deliver training for Job Service staff on claims filing, fact-finding, adjudication, profiling, and claims center procedures.
- Serve as a contact person to employer groups; make presentations pertaining to Unemployment Insurance.

- Supervise the records retention, inventory control, and disposal of Centralized Services' Applicant Services records per established records retention schedules.
- Conduct special studies, audits, investigations, etc., by assignment from Centralized Services Management; provide written reports as requested.
- Administer assigned program(s); develop, implement, and update operation policies and procedures for program delivery; monitor program operations to insure policy, procedure, and law are followed.
- Provide input for budget preparation.
- Review Unemployment Insurance letters (UIPL) and other materials from the Department of Labor and assure implementation and compliance.
- Supervise Claims Center staff; establish work goals and standards, conduct performance reviews, provide feedback and mentoring to meet performance goals; coordinate staffing.

MINIMUM QUALIFICATIONS:

Requires a high school diploma or GED, and seven years of work experience: (1) four years of the work experience must have been performing administrative, customer, or employment service duties -- those duties must have involved providing information and assistance to customers by receiving and processing information and assisting or directing customers in implementing and completing necessary steps to resolve issues or satisfy inquiries; and (2) three years of work experience must have involved processing insurance or financial eligibility benefit claims. Requires at least one year of team leader, lead worker or supervisory responsibilities.

College-level coursework may be substituted for the four years of administrative, customer, or employment service work experience requirement on a year-for-year basis. Internal candidates meet the minimum qualifications for this class if they have completed two years of work as a Claims Center Specialist and meet the requirement for team leader, lead worker, or supervisory work experience.

The selection process for candidates who meet the minimum qualifications and are being considered for selection will include determination of proficiency in the core competencies required for this level and type of work.

Eff. Date: 09/01

Rev: 07/12 – Conversion to Hay System