



**NORTH DAKOTA  
CLASS DESCRIPTION**

ND Human Resource Management Services  
Phone: (701) 328-3290

Class Code(s): 4357  
4358

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**QUALITY ASSURANCE INVESTIGATOR**

**SCOPE OF WORK:**

Work involves performing administrative functions to ensure compliance with the tax provisions of the North Dakota Unemployment Compensation (Insurance) Law (UCL) and Unemployment Insurance Benefit Claims.

**DUTIES PERFORMED AT ALL LEVELS:**

- Review claims to prepare for and conduct investigations.
- Conduct claimant field investigations and fact-finding interviews.
- Prepare case files of information and documentation gathered during examinations and investigations.
- Provide interpretation of unemployment compensation law.
- Participate in legal procedures in cases of non-compliance.
- Audit employer payroll records and other financial records to verify base period wages.
- Complete audit forms and document all findings; pursue all discrepancies.
- Advise and assist employers with compliance and recordkeeping requirements of unemployment insurance law; explain unemployment insurance law regarding reporting procedures to employers.
- Analyze and appraise evidence gathered through investigation and prepare investigative reports to include decisions based on findings.
- Complete and maintain status reports on pending cases.

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

**QUALITY ASSURANCE INVESTIGATOR I**

4357

GRADE K

**LEVEL DEFINITION:**

Work at this level generally involves activities related to reviewing Unemployment Insurance (UI) claims for benefits, claims, and audits, and conducting Benefit Accuracy Measurement (BAM) reviews.

**ADDITIONAL DUTIES PERFORMED AT THIS LEVEL:**

- Individuals may assist with administrative appeals hearings and unemployment insurance employer tax regulations.

MINIMUM QUALIFICATIONS:

Requires six years of work experience that included duties related to providing customer service, accounting/bookkeeping, claims processing, fact finding, and/or application of federal or state guidelines to accomplish objectives of a major program. College-level education in business or public administration, human resources, accounting, economics, or legal field may be substituted for up to four years of the work experience requirement on a year-for-year basis.

**QUALITY ASSURANCE INVESTIGATOR II**

4358

GRADE L

LEVEL DEFINITION:

Work at this level involves performing all aspects of the Quality Assurance process with a thorough knowledge and understanding of the unemployment insurance (UI) program, including state and federal employer tax laws and regulations.

ADDITIONAL DUTIES PERFORMED AT THIS LEVEL:

- Work at this level may include supervision of staff.
- Represent the agency in the legal process and administrative appeals hearings; prepare and provide documentation and testimony.
- May manage assigned staff, develop and implement work standards, implement performance management measures, provide for training of staff, and assign work.
- May manage auditing and status determinations for assigned teams.

MINIMUM QUALIFICATIONS:

Requires seven years of work experience that included duties related to providing customer service, accounting/bookkeeping, claims processing, fact finding, and/or application of federal or state guidelines to accomplish objectives of a major program. College-level education in business or public administration, human resources, accounting, economics, or legal field may be substituted for up to four years of the work experience requirement on a year-for-year basis.

Eff. Date: 03/87 as class 4357

Rev: 02/00 – Word processing conversion

Rev: 11/00 – Class code renumbered from 4357 to 0454; format updated, title changed, duties updated

Rev: 04/07 – Revised class to two level series; changed class code number from 0454 to 4357-58

Rev: 08/10 – Revised level definitions.

Rev: 07/12 – Conversion to Hay System