

<b>STATE OF OHIO (DAS) CLASSIFICATION SPECIFICATION</b>	<b><u>CLASSIFICATION SERIES</u></b> Unemployment Insurance Examiner	<b><u>SERIES NO.</u></b> 1675
	<b><u>MAJOR AGENCIES</u></b> Job & Family Services Only	<b><u>EFFECTIVE</u></b> 1/26/2025

**SERIES PURPOSE**

The purpose of the Unemployment Insurance Examiner series is to examine, process & maintain unemployment insurance accounts/cases/applications for the Department of Job & Family Services & to ensure that all accounts/cases/applications are processed with efficiency in compliance with agency departmental policies & procedures & applicable laws.

The three levels are distinguished by degree of independence exercised & complexity.

At the first level, incumbents prepare, process & maintain routine unemployment insurance accounts/cases/applications & resolve complex unemployment insurance accounts/cases/applications that require elevation & application of standard policies & procedures in order to interpret & apply unemployment laws (e.g., monetary &/or non-monetary unemployment cases; tax liability). Accounts/cases/applications require research & investigation of several variables.

At the second level, incumbents examine & resolve most complex unemployment insurance accounts/cases/applications that require planning & conducting technical account/case coordination from initiation through final resolution, judgment in independent evaluation, & adaption or modification of standard policies, procedures, & criteria. Devise new approaches to problems encountered. Assist in training of lower-level examiners & serve as lead worker.

At the third level, incumbents serve as technical expert to research & analyze unemployment insurance operations, systems, policies, procedures, & fraud. Train, teach, & coach all unemployment insurance staff in analysis & processing of basic, complex, & most complex accounts/cases/applications. Determine user system needs to develop business requirement documents. Conduct investigations of alleged fraud &/or forgery in state unemployment insurance claims, various federal unemployment insurance claims, or federal training programs.

**GLOSSARY:** The following are definitions of terms that will be cited herein for this classification series:

Routine: A prescribed or detailed method of procedure set of customary & often mechanically performed activities. Substance of work & work process is customary, habitual, &/or regular in nature.

Complex: Complicated, intricately involved concepts &/or competitively sensitive subject matters or procedures.

Most Complex: Hardest to grasp, accomplish, analyze, or express in a subject matter or related subject matters that have intricate interconnected parts.

Expert: Comprehensive, great in extent, range, or amount. Incorporates relevant historical context, understands wide range of effects & interrelationships of sub parts. Is able to analogize & extend concepts beyond boundaries of subject matter to other applications.

UI: Unemployment Insurance

**NOTE:** The class levels progress in relation to complexity of accounts/cases/applications being processed & not in relation to location or size of section/unit.

<b><u>JOB TITLE</u></b>	<b><u>JOB CODE</u></b>	<b><u>PAY GRADE</u></b>	<b><u>EFFECTIVE</u></b>
Unemployment Insurance Examiner	16752	29	1/26/2025

**CLASS CONCEPT**

The entry level class works under general direction & requires considerable knowledge of agency, state, & federal laws, rules, regulations, codes, policies, & procedures governing unemployment insurance in order to prepare, process, & maintain routine UI accounts/cases/applications & resolve complex UI accounts/cases/applications to determine eligibility &/or liability, provide technical policy &/or operating system assistance to central &/or field offices, responds to routine & complex inquiries from general public & legislature.

<u>JOB TITLE</u>	<u>JOB CODE</u>	<u>PAY GRADE</u>	<u>EFFECTIVE</u>
Unemployment Insurance Specialist	16753	30	1/26/2025

**CLASS CONCEPT**

The advanced level class works under general direction & requires strong technical knowledge of agency, state, & federal laws, rules, regulations, codes, policies, & procedures governing unemployment insurance in order to examine & resolve most complex UI accounts/cases/applications, provide technical policy & operating system assistance to central &/or field office personnel, assist with training of & serve as lead worker over lower-level examiners, handle difficult & most complex inquiries from general public & legislative inquiries, gathers data & writes reports on performance quality & corrective action recommendations.

<u>JOB TITLE</u>	<u>JOB CODE</u>	<u>PAY GRADE</u>	<u>EFFECTIVE</u>
Unemployment Insurance Senior Specialist	16754	32	1/26/2025

**CLASS CONCEPT**

The expert level class works under general direction & requires extensive technical knowledge of agency, state, & federal laws, rules, regulations, codes, policies, & procedures governing unemployment insurance & technical writing in order to research & analyze operations, systems, & procedures & coordinate interactions of operations, systems, processes, & methods & provide explanation on specialized UI functions & policy, provide technical policy &/or operating system assistance to central &/or field office personnel, customers, & agency executive staff in examination & resolution of UI accounts/cases/applications, train lower-level UI staff, &/or determine user system needs to develop business requirements documents.

<u>JOB TITLE</u>	<u>JOB CODE</u>	<u>B. U.</u>	<u>EFFECTIVE</u>	<u>PAY GRADE</u>
Unemployment Insurance Examiner	16752	09	1/26/2025	29

**JOB DUTIES IN ORDER OF IMPORTANCE (These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)**

Examines, processes, prepares, & maintains routine UI accounts/cases/applications & researches & resolves all types of complex UI accounts/cases/applications (e.g., tax rates & liability, benefits charges, claimant eligibility, monetary entitlements) to determine eligibility &/or liability; provides technical policy & operating system assistance to central &/or field office personnel; responds to routine & complex inquiries from general public & legislature; processes initial determinations, corrections, & redetermination decisions; ensures proper allocation of benefit payments &/or employer payments; examines benefits &/or employer account information for accuracy & completeness; enters, deletes, &/or revises codes & data into automated systems; conducts fact finding interviews with applicants, customers, employers, &/or agent/representative; collects relevant data/information relating to areas of concern; assists management in developing corrective action for policy & procedures implementation; provides technical assistance, advice, & guidance to internal customers on processes, policies, & procedures; serves on committees on behalf of team as assigned; uses computerized benefits/wage system to process information & make proper determinations; reviews overpayment files to determine required actions including prosecution &/or certification to attorney general; initiates investigation of reported fraud including forgery; initiates field assignments for needed information; performs status transactions relative to liability dates, contribution rates, & deactivations of non-lieable employer accounts; reviews, assigns, &/or revises rate (e.g., partial credit transfers & common rate groups) adjustments to employer master files & state contribution credits for employers; converts between contributory & reimbursing accounts; reviews accuracy of work performed through a variety of means (e.g., computer journals, online entries); communicates with employers, claimants, or their representatives to negotiate payment of overpaid, underpaid, &/or unpaid benefits or employer tax contributions including penalties & interest; handles bankruptcy cases; enters decision data into automated system & generates notice responses; reviews accounts for evidence of State Unemployment Tax Act (SUTA) dumping to assist in capturing potential fraud & reports findings to proper authorities (e.g., upper management, compliance section, &/or attorney general).

Conducts research (e.g., obtains documentation from applicable state agencies, other states, field investigators, & electronic records) to process cases &/or employer accounts; may testify in legal proceedings including appeals &/or hearings; issues decisions of appeals within jurisdiction of office; reviews decisions for accuracy; identifies statistical data for entry into automated systems & generates notices & responses.

Assists with obtaining & transmitting wage data through a variety of sources (i.e., interstate connection, wage record); enters data elements to conduct cross-match of UI data with other state & federal agencies to verify income & eligibility (e.g., determine fraud, processes child support orders, corrections, & terminations) according to established UI procedures.

Communicates with employers, claimants or their representatives, &/or public officials through written correspondence, telephone, &/or in person to assist with problems & explain applicable provisions under Ohio UI law; gathers information & prepares reports; assists in design of operating forms & develops instructions for use by field offices; maintains daily logs & production reports; assists with quarterly mass mail opening project (e.g., sorts, folds, stuff, copies, & mails); attends training; travels to training sites which may include overnight travel as assigned; travels to office locations &/or alternate work sites.

**MAJOR WORKER CHARACTERISTICS**

Knowledge of interviewing; public relations; human relations; \*law (e.g., federal/state UI laws, rules, policies, & procedures); bookkeeping; \*accounting; \*employee training/development. Skill in basic addition & subtraction; comprehend & record figures accurately; add, subtract, multiply, & divide whole numbers; calculate fractions, decimals, & percentages; operation of personal computer & applicable software applications. Ability to cooperate with co-workers on group projects; handle sensitive inquiries from & contacts with officials & general public; resolve complaints from angry citizens & government offices; interpret variety of instructions in written, oral, picture, or schedule form; define problems, collect data, establish facts, & draw valid conclusions; deal with many variables & determine specific action (e.g., research, production); copy material accurately & recognize grammatical & spelling errors; complete routine forms; maintain accurate records; originate routine business letters reflecting standard procedures; understand manuals & verbal instructions, technical in nature; prepare meaningful, concise, & accurate reports; gather, collate, & classify information about data, people, or things.

(\*) Developed after employment

**MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT**

12 mos. exp. in interpreting, applying, & making decisions for program eligibility &/or liability (e.g., unemployment insurance, workers compensation, income tax, debt collection); 6 mos. trg. or 6 mos. exp. in operation of personal computer; 6 mos. trg. or 6 mos. exp. in customer contact (i.e., telephone, face-to-face, &/or electronic communication) for purposes of problem solving.

-Or 4 courses in business administration, public administration, human services, or social sciences; 6 mos. trg. or 6 mos. exp in operation of personal computer; 6 mos. trg. or 6 mos. exp. in customer contact (i.e., telephone, face-to-face, &/or electronic communication) for purposes of problem solving.

-Or equivalent of minimum class qualifications for employment noted above.

**TRAINING & DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT:**

Not applicable.

**UNUSUAL WORKING CONDITIONS:**

Not applicable.

<u>JOB TITLE</u>	<u>JOB CODE</u>	<u>B. U.</u>	<u>EFFECTIVE</u>	<u>PAY GRADE</u>
Unemployment Insurance Specialist	16753	09	1/26/2025	30

**JOB DUTIES IN ORDER OF IMPORTANCE (These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)**

Examines & resolves most complex UI accounts/cases/applications; provides technical policy &/or operating system assistance to central &/or field office personnel; assists in training of & serve as lead worker over lower-level examiners (e.g., assigns & reviews work over UI examiners in assigned unit on daily basis, ensures incoming UI accounts/cases/applications are processed promptly & correctly, reviews computer journals to ensure accuracy of work performed, assists in training other UI examiners &/or local office staff, provides technical assistance to both central office & field office personnel &/or other security agencies & general public in mechanics & all phases of UI programs, assists in development of training manuals & conducts on site reviews of cases, monitors & rates work performance for quality & promptness, assigns scores to cases based on quality & promptness, identifies deficiencies in workflow & office organizations, designates cause & responsibility for errors, gathers data, writes reports, & recommends corrective actions to management); serves as case coordinator processing most complex UI accounts/cases/applications from initiation to final resolution; gathers data & writes reports on performance quality; writes corrective action recommendations; cross references multiple documents from multiple sources; contacts claimants, employers &/or their representatives, legislative representative offices; examines & processes most complex monetary &/or non-monetary unemployment eligibility, employer tax liability, tax rates, successorships, &/or benefit charges in compliance with Ohio UI laws, policies, & regulations; processes/reviews appeals, issues redetermination decisions, corrected determinations, & discrepancy & eligibility issues; conducts fact finding interviews with applicant/customer, employers, &/or agent/representative; collects relevant data/information relating to areas of concern; uses computerized & paper benefits/wage system to process information & make proper determinations; performs status transactions relative to liability dates, contribution rates, & deactivations of non-labile employer accounts; reviews, assigns, &/or revises rates, partial credit transfers & common rate groups, adjustments to employer master files, & state contribution credits for employers; converts between contributory & reimbursing accounts; examines account information for accuracy & completeness; issues first level appeal decisions; enters, deletes, &/or revises codes &/or data into automated systems; reviews overpayment decisions for correction; returns incorrect &/or incomplete decisions to examiners for correction &/or completion; enters statistical decision data into automated system & generates notice responses.

Conducts research & obtains documentation from applicable state agencies, field investigators, & electronic record to process cases &/or employer accounts; assists management in developing corrective action for policy & procedures implementation; gathers information & prepares reports; assists in design of operating forms & develops instructions for use by field offices; maintains daily logs & production reports; reviews overpayment files to determine suitability for prosecution &/or certification to attorney general; initiates investigation of reported forgery; initiates field assignments for needed information; reviews accounts for evidence of State Unemployment Tax Act (i.e., SUTA) dumping to assist in capturing potential fraud & reports findings to proper authorities (e.g., upper management, compliance section, &/or attorney general); may testify in legal proceedings.

Communicates with employers, claimants or their representatives, &/or public officials through correspondence, telephone, &/or in person to assist with problems & explain applicable provisions under Ohio UI law; assists with quarterly mass mail opening project (e.g., sorts, folds, stuff, copies, & mails); assists with technical details necessary to develop training for various state staff, legislative workers, & general public; travels to sites to make presentations & conduct training; represents office at meetings & conferences.

**MAJOR WORKER CHARACTERISTICS**

Knowledge of interviewing; public relations; human relations; \*law (federal/state UI laws, rules, policies, & procedures); bookkeeping; \*accounting; \*employee training/development. Skill in basic addition & subtraction; comprehend & record figures accurately; add, subtract, multiply, & divide whole numbers; calculate fractions, decimals, & percentages; operate personal computer & applicable software applications. Ability to cooperate with co-workers on group projects; handle sensitive inquiries from & contacts with officials & general public; resolve complaints from angry citizens & government offices; interpret variety of instructions in written, oral, picture, or schedule form; define problems, collect data, establish facts, & draw valid conclusions; deal with many variables & determine specific action (e.g. research, production); copy material accurately & recognize grammatical & spelling errors; complete routine forms; maintain accurate records; originate routine business letters reflecting standard procedures; understand manuals & verbal instructions, technical in nature; prepare meaningful, concise, & accurate reports; gather, collate, & classify information about data, people, or things.

(\*) Developed after employment.

**MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:**

24 mos. exp. in interpreting, applying, & making decisions for program eligibility &/or liability (e.g., unemployment insurance, workers compensation, income tax, debt collection); 6 mos. trg. or 6 mos. exp. in developing correspondence; 12 mos. trg. or 12 mos. exp. in customer contact (i.e., telephone, face-to-face, &/or electronic communication) for purposes of problem solving; 6 mos. trg. or 6 mos. exp. in operation of personal computer.

-Or completion of undergraduate coursework in business administration, public administration, human services, or social sciences; 6 mos. trg. or 6 mos. exp. in developing correspondence; 12 mos. trg. or 12 mos. exp. in customer contact (i.e., telephone, face-to-face, &/or electronic communication) for purposes of problem solving; 6 mos. trg. or 6 mos. exp. in operation of personal computer.

-Or 24 mos. exp. as Unemployment Insurance Examiner, 16752.

-Or equivalent of minimum class qualifications for employment noted above.

**TRAINING & DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT:**

Not applicable.

**UNUSUAL WORKING CONDITIONS:**

Not applicable.

<u>JOB TITLE</u>	<u>JOB CODE</u>	<u>B. U.</u>	<u>EFFECTIVE</u>	<u>PAY GRADE</u>
Unemployment Insurance Senior Specialist	16754	09	1/26/2025	32

**JOB DUTIES IN ORDER OF IMPORTANCE (These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)**

Researches & analyzes operations, systems, & procedures & coordinates interactions of operations, systems, processes, & methods & provides explanation on specialized UI functions & policy; provides technical policy &/or operating system assistance to central &/or field office personnel, customers, & agency executive staff in examination & resolution of UI accounts/cases/applications; trains UI staff in a timely & accurate manner; determines user system needs to develop business requirements documents; serves as technical expert for lower-level UI Specialists & UI Examiners in handling of all basic, complex, & most complex accounts/cases/applications from initiation to final resolution; examines & processes all types &/or combinations of UI cases &/or appeals & ensures thoroughness & accuracy (e.g., monetary &/or non-monetary unemployment eligibility, employer tax liability, tax rates, successorships, benefits charges, & integrity efforts) in compliance with Ohio UI laws, policies, & regulations; acts as subject matter expert & provides intensive technical assistance to program managers, systems analysts, & programmer analysts in translating business rules into functional requirements for software specification documents, systems navigation, portable unemployment program support, & systems enhancements; determines user system needs to develop business requirement documents for technology staff; responds to internal & external users (e.g., ODJFS, third-party administrators, employers, claimants, state agencies, customers, agency executive staff members, & federal agencies) experiencing difficulty using system; troubleshoots complex system problems reported & provides analysis to resolve system problems; provides status reports & system issues to UI senior management & ODJFS executive staff members; assist in design of program enhancements to maintain functionality & comply with state/federal laws & program policies (e.g., validate automation business processes); develops & communicates work flow procedures for system functionality & trains new users; assists business users with system needs for new accounts, password resets, troubleshooting, desk-aide instructions, & training; independently & on behalf of agency, conducts investigations of alleged fraud &/or forgery in state UI claims, various federal UI claims, or federal training programs; interviews involved parties (e.g., claimants, employers, & witnesses); reviews & obtains documentation & evidence from various sources to substantiate or refute allegations; serves subpoenas to obtain compliance; obtains collection agreements & collects overpayments & communicates status of cases to upper management.

Conducts research (e.g., obtains documentation from applicable state agencies, other states, field investigators, & electronic records) to process cases &/or employer accounts; assists management in developing corrective action for technical policy & procedures implementation; plans, organizes, & attends meetings with management to identify business rules (e.g., extended benefit programs, monetary & new program requirements resulting from law & rule changes) & application requirements; conducts & assists other teams with testing; gathers information & prepares reports; assists in design of operating forms & develops instructions for use by field offices; maintains daily logs & production reports; serves as field liaison in criminal prosecution of UI fraud cases & appeal hearings; investigates cases & obtains information as requested from central office staff; cooperates with law enforcement & judicial authorities in pursuing criminal charges; testifies in court; represents department in appeal hearings conducted by Unemployment Compensation Review Commission concerning non-fraud & fraud overpayments.

Communicates with employers, disgruntled claimants or their representatives, &/or high ranking public officials through correspondence, telephone, &/or in person to assist with problems & explain applicable provisions under Ohio UI law; prepares comprehensive status documents & written reports summarizing findings & recommendations to increase ODJFS efficiency & effectiveness; follows up on issues to ensure resolution; records & tracks technical or program resolutions; travels to sites to make presentations & conduct training; represents office at meetings & conferences.

**MAJOR WORKER CHARACTERISTICS**

Knowledge of interviewing; public relations; human relations; law (i.e., federal/state UI rules, policies, & procedures); employee training/development. Skill in basic addition & subtraction; comprehend & record figures accurately; add, subtract, multiply, & divide whole numbers; calculate fractions, decimals, & percentages; operation of personal computer & applicable software applications. Ability to cooperate with co-workers on group projects; handle sensitive inquiries from & contacts with officials & general public; resolve complaints from angry citizens & government offices; interpret variety of instructions in written, oral, picture, or schedule form; define problems, collect data, establish facts, & draw valid conclusions; deal with many variables & determine specific action (e.g., research, production); copy material accurately & recognize grammatical & spelling errors; complete routine forms; maintain accurate records; originate routine business letters reflecting standard procedures; understand manuals & verbal instructions, technical in nature; prepare meaningful, concise, & accurate reports; gather, collate, & classify information about data, people, or things.

(\*) Developed after employment.

**MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:**

36 mos. exp. in interpreting, applying, & making decisions for program eligibility &/or liability (e.g., unemployment insurance, workers compensation, income tax, debt collection); 12 mos. trg. or 12 mos. exp. in developing correspondence; 12 mos. trg. or 12 mos. exp. in providing technical assistance; 24 mos. trg. or 24 mos. exp. in customer contact (i.e., telephone, face-to-face, &/or electronic communication) for purposes of problem solving; 24 mos. trg. or 24 mos. exp. in operation of personal computer; 6 mos. trg. or 6 mos. exp. in utilizing unemployment insurance automated systems.

-Or completion of undergraduate coursework in business administration, public administration, human services, or social sciences; 12 mos. exp. in interpreting, applying, & making decisions for program eligibility &/or liability (e.g., unemployment insurance, workers compensation, income tax, debt collection); 12 mos. trg. or 12 mos. exp. in developing correspondence; 12 mos. trg. or 12 mos. exp. in providing technical assistance; 24 mos. trg. or 24 mos. exp. in customer contact (i.e., telephone, face-to-face, &/or electronic communication) for purposes of problem solving; 24 mos. trg. or 24 mos. exp. in operation of personal computer; 6 mos. trg. or 6 mos. exp. in utilizing unemployment insurance automated systems.

-Or 24 mos. exp. as Unemployment Insurance Specialist, 16753; 6 mos. trg. or 6 mos. exp. in utilizing unemployment insurance automated systems.

-Or equivalent of minimum class qualifications for employment noted above.

**TRAINING & DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT:**

Not applicable

**UNUSUAL WORKING CONDITIONS:**

Not applicable