

 <p>STATE OF INDIANA CLASSIFICATION SPECIFICATION</p>	Class Title: Claims Deputy 4		Class Code: 002RR4
	FLSA Status: Non-Exempt	Salary Schedule: RDS	Effective Date: 6-7-13
	Summary: Incumbent analyzes information and makes eligibility determinations in conformance with federal and state Unemployment Insurance laws, rules, policies and procedures.		

Duties:

- Incumbent coordinates with claimants, employers and agency staff to make basic and intermediate level eligibility determinations;
- Explains laws and procedures and various unemployment programs to claimants and employers including benefit rights and eligibility requirements;
- Questions claimants and employers concerning employment history and/or separation information;
- Makes final written determination of entitlement to, or denial of, benefits and compiles information from claimants, employees and Audit Section and forwards to central office for monetary determination;
- Receives, investigates and replies to all correspondence from all claimants and employees involving claims in local office;
- Initiates preliminary investigations regarding stolen, lost, destroyed or forged benefit warrants;
- Assists both claimants and employers in filling appeal forms for protested claims;
- Gives testimony at referee hearings;
- Organizes and prioritizes heavy workload in a manner that enables the agency to meet stringent federal standards;
- Completes daily summary of work activities according to types and numbers of claims processed and characteristics of insured unemployed;
- Navigates multiple computer systems efficiently and effectively and stays abreast of regular changes and updates in such systems;
- Receives, investigates and corrects system error lists relating to wage reporting, claim computation and payment of benefits;
- Provides support to and backs up the Uplink customer service call center in times of high volume;
- Performs all duties with optimum efficiency to ensure benefit determinations are issued within strict federal time constraints;
- Coordinates with the agency's Constituent Relations Manager in order to quickly resolve issues brought to state legislators and the Governor's Office;
- Takes new and continued claims as needed;
- Performs related duties as required.

Job Requirements:

- Specialized knowledge of unemployment laws;
- Thorough knowledge of the Indiana Unemployment Security Act, Wagner-Peyser Act and Social Service Act;
- Working knowledge of labor market including seasonal layoffs, labor disputes etc.;
- Working knowledge of state and federal legal precedents affecting unemployment compensation laws;
- Ability to interpret and apply technical manuals, memos and written guidelines regarding the unemployment compensation laws of fifty states;
- Complete knowledge of claims procedures at local office level;
- Demonstration of the utmost professionalism and tact in dealing with agency staff, claimants and employers;

- Ability to effectively communicate state and federal statutes and administrative regulations, as well as policies and procedures to peers and subordinates;
- Strong computer use skills and ability to quickly master new technology and incorporate it into work routine;
- Quick and efficient decision making skills and excellent organizational and prioritization skills.

Difficulty of Work:

Incumbent uses technical manuals, written guidelines, memos and laws to determine the eligibility of claimants. Incumbent uses judgment in each case in determining the reason for separation as well as the most appropriate unemployment insurance program for each claimant in order to maximize benefits.

Responsibility:

Incumbent applies established guidelines to a variety of individual situations. Each case requires a written, formal decision of eligibility for benefits. Deviations from guidelines are referred to the supervisor and written determinations are reviewed for adherence to laws and inclusion of required justification for determination.

Personal Work Relationships:

Contacts are with applicants, employers, attorneys, accountants, state and private agencies, local office staff and central office in order to explain procedures, rules and regulations and in order to secure information necessary to make eligibility determinations.