

 <p><b>STATE OF INDIANA</b> CLASSIFICATION SPECIFICATION</p>	<b>Class Title:</b> Claims Deputy 5		<b>Class Code:</b> 002RR5
	<b>FLSA Status:</b> Non-Exempt	<b>Salary Schedule:</b> PAT 5	<b>Effective Date:</b> 6-7-13
	<b>Summary:</b> 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 eligibility determinations;
- Plans investigation of basic level eligibility issues;
- Explains complex federal and state laws, procedures and various unemployment programs to claimants, employers and other local, state and federal agencies in easily understood terms;
- Receives, investigates and replies to all correspondence from claimants and employers regarding basic and intermediate level issues in wage reporting, claim computations and payment of benefits;
- Determines what information is necessary in order to make an eligibility determination and collects said information;
- Weighs evidence collected and uses judgment in discerning relevance of collected evidence in the eligibility determination at hand and dismisses unnecessary information;
- Recognizes eligibility issues and applies proper state and federal statutes, administrative rules, case law, policies and written guidelines to make an eligibility determinations;
- Communicates with claimant and employers via telephone and electronic mail in a professional manner;
- Prepares necessary background work and documentation for employer audits;
- Represents the agency in administrative hearings;
- Organizes and prioritizes heavy workload in a manner that enables the agency to meet stringent federal standards;
- Navigates multiple computer systems efficiently and effectively and stays abreast of regular changes and updates in such systems;
- Organizes, maintains and manipulates electronic versions of all documents in an electronic data capture system;
- Recognizes and detects potential instances of claimant and employer fraud and initiates investigation thereof;
- Serves as a liaison to statewide field offices in resolution of complex and routine eligibility issues;
- Receives, investigates and corrects system errors 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 call 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;
- Performs related duties as required.

**Job Requirements:**

- General knowledge of, or the ability to quickly acquire general knowledge of, state and federal statutes and administrative rules, case law and procedures regarding unemployment insurance;
- Working knowledge of, or ability to quickly acquire a working knowledge of, the local labor market including seasonal layoffs, labor disputes, etc;
- Ability to quickly learn and understand state and federal legal precedents affecting Unemployment Insurance laws;
- Ability to interpret and apply state and federal statutes and administrative rules, case law, technical manuals, memos and written guidelines regarding the unemployment compensation laws of Indiana and other states;
- Demonstrates professionalism and tact in dealing with agency staff, claimants and employers;
- Ability to communicate effectively 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:**

The work involves many variables requiring the incumbent to demonstrate strong planning and organizational skills to determine what factual information must be gathered and to exercise analytical skills and judgment to issue quality eligibility decisions based on many variables. The work also entails potentially long work hours during peak times and a demanding daily workload.

**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.