

 STATE OF INDIANA CLASSIFICATION SPECIFICATION	Class Title: Program Specialist 5		Class Code: 002RS5
	FLSA Status: Non-Exempt	Salary Schedule: PAT 5	Effective Date: 8-16-13
	Summary: Incumbent works in the Department of Workforce Development (DWD) as a specialist within the unemployment insurance program. Incumbent analyzes and coordinates with applicants, employers and agency staff to ensure wages are properly reported, the claim has been properly computed and established and ensures accurate and timely benefit payments are issued as directed by the Department of Labor.		

Duties:

- Receives, investigates and replies to all correspondence from claimants and employees involving claims in local offices;
- Makes preliminary investigation regarding stolen or forged benefit warrants;
- Coordinates operations of special unemployment insurance programs between administrative office and local offices;
- Coordinates benefit payments between administrative office and local offices and expedites problems in claims computations and payments;
- Investigates wage recomputation requests initiated by local office Claim Deputies to establish accurate benefit claims;
- Researches and compiles information needed to initiate a wage audit for establishment of unemployment claims;
- Makes initial determination regarding eligibility on unemployment claim vouchers that indicate claimant has received some type of earnings;
- Researches reimbursable employer accounts to reconcile outstanding balance against billing;
- Requires the verifying of credits and debits against accounts to advise employers;
- Researches and reconciles billings with other states;
- Performs related duties as required.

Job Requirements:

- Specialized knowledge of the unemployment insurance programs;
- Knowledge of the rules and regulations pertaining to the assigned program area and its effects upon other agency operations;
- Knowledge of rules, regulations, laws and overall agency policies;
- Ability to interpret and apply technical manuals, memos, and written guidelines regarding the unemployment compensation laws of fifty states;
- Ability to communicate orally and in writing;
- Ability to operate effectively in a group decision-making process;
- Tact in dealing with other agency personnel and the public;
- Thorough knowledge of claims procedures at the local office level.

Difficulty of Work:

The work involves many variables requiring the incumbent to use judgment in applying pertinent guidelines and standards by ensuring agency policy is followed as well as the guidelines set forth by the Department of Labor to ensure continued funding.

Responsibility:

Incumbent makes many individual judgments in achieving general goals. Incumbent has substantial input into the decisions concerning the direction of the assigned program. Work is reviewed for technical accuracy and compliance with agency policy. Deviations are referred to the supervisor.

Personal Work Relationships:

The incumbent works with agency staff, other agencies and the public for the purpose of coordinating accurate wage reporting, claim computations, the issuance of timely benefit payments to ensure continued funding of the program and resolving various front desk UI issues.