

UNEMPLOYMENT BENEFITS SPECIALIST - ADVANCED ADJUDICATION LEADWORKER

POSITION SUMMARY

Under the general supervision of the Adjudication Supervisor, as a Leadworker of a professional adjudication unit, 1) provides technical assistance to adjudication staff; 2) assists the Adjudication Supervisor and Adjudication Manager with coordination of call center adjudication activities so as to achieve adjudication related standards of quality, timeliness, and productivity; 3) trains adjudication staff in adjudication processes, including newly hired adjudicators and those performing at less than the objective level of the professional adjudicator classification; 4) assists the Adjudication Supervisor in development and implementation of performance enhancement plans for adjudicators with performance weaknesses; 5) provides UI program information to the general public or to special interest groups who represent either workers or employers; 6) investigates benefit eligibility issues at a level comparable to the Unemployment Benefit Specialists with principal responsibility for group issues. Maintains a thorough knowledge of Chapter 108, Administrative Rules and Federal and State policies and special programs relating to UI Benefits.

GOALS AND WORKER ACTIVITIES

- 52% A. Leadworker responsibilities for adjudication staff.
- A1. Provide technical assistance for the resolution of UI benefit eligibility questions to adjudication staff.
 - A2. Train staff in adjudication related procedures.
 - A3. Train new adjudicators to achieve the objective adjudicator classification.
 - A4. Assist the Adjudication Supervisor with performance evaluations/goals accomplishments(probationary or reclassification and annual) of all professional adjudicators. Identify, for work assignment purposes, individual adjudicator strengths and weaknesses. Document type and frequency of technical assistance requests made by non-trainee adjudicators who work under limited or general supervision.
 - A5. Assist the Adjudication Supervisor with development and implementation of performance improvement plans.
 - A6. Resolve difficult claim situations whether employer or claimant centered, which are typically referred to the Adjudication Supervisor or Adjudication Manager by call center or administrative office staff during the absence of the manager.
 - A7. Identify and notify unit supervisor/adjudication manager of situations which require their intervention in a timely manner.

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- 18% B. Investigation of potentially disqualifying Unemployment Insurance benefit eligibility questions pursuant to Chapter 108 of the Wisconsin Statutes and DWD Administrative Code.
- B1. Identify specific eligibility questions which must be resolved from information obtained from the claimant, the employer or third party.
 - B2. Identify and obtain related background facts prior to conducting eligibility interview with the claimant.
 - B3. Interview claimant, by phone, and elicit claimant's position/rebuttal in response to potentially disqualifying eligibility questions.
 - B4. Prepare a clear and concise claimant statement which responds to the specific eligibility questions.
 - B5. Identify and obtain additional facts/statements from other parties or the principals which are needed to resolve a specific eligibility issue. Prepare clear and concise summary statements which relate to eligibility questions.
- 18% C. Resolution of potentially disqualifying Unemployment Insurance eligibility questions(s) pursuant to Chapter 108 of the Wisconsin Statutes and DWD Administrative Code.
- C1. Make "findings of fact" which are necessary to resolve eligibility questions.
 - C2. Apply appropriate eligibility rationale to the "findings of fact".
 - C3. Prepare an initial determination which resolves eligibility questions and also provides the principal parties with the critical facts on which either party can base their decision to appeal.
 - C4. Ensure that the "due process" requirements of the US Department of Labor which apply to UI benefit eligibility determinations are satisfied.
 - C5. Ensure that the decision prior to entry is factually correct, findings are adequately documented and the decision reflects a resolution consistent with departmental policy.
 - C6. Enter decision into the benefit payment and/or disputed claims system database via personal computer.

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- 7% D. Explanation of the benefit computations, initial determinations, and appellate level decisions which resolve benefit eligibility questions. Explain to employers the effect of decisions on their experience based contribution (tax) rate. Provide general information about Wisconsin's UI law and similar federal/state Unemployment Insurance laws.
- D1. Accept appeals of initial determinations and petitions for review of Administrative Law Judge Decisions by the Labor and Industry Review Commission.
 - D2. Testify at benefit hearings and other judicial proceedings as a representative of the department or "expert" UI witness.
 - D3. Provide information about Wisconsin's UI program in response to requests from other government agencies.
 - D4. Answer complex benefit related inquiries from employers, claimants, their representatives and legislators.
 - D5. Speak before public groups, groups/associations that represent employees or employers. Explain benefit-related provisions of Chapter 108 and related federal laws and regulations. Answer technical questions about DWD's administration of all Unemployment Insurance programs.
- 5% E. Performance of other duties may include but are not limited to:
- E1. Analyze impact of potential and actual TRA, DUA, or other Federal/State Program certifications. Determine potential workload and resource needs.
 - E2. Answer questions and adjudicate complex TRA, DUA, or other Federal/State Program eligibility issues.
 - E3. Participate in bureau-wide workgroups which develop eligibility related policy/procedures applicable to the adjudication function.
 - E4. Assessment of claimant's continuing eligibility for benefits.
 - E5. Claimstaking, claims assistance, claims processing.

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KNOWLEDGE, SKILLS, AND ABILITIES REQUIRED

1. Knowledge of state unemployment insurance laws, Wisconsin Chapter 108, Wisconsin Administrative Code, related to filing, payment and eligibility for unemployment insurance.
2. Knowledge of Federal unemployment insurance laws related to filing, payment and eligibility for unemployment insurance.
3. Knowledge of state policies and procedures related to filing, payment and eligibility for unemployment insurance.
4. Knowledge of federal policies and procedures related to filing, payment and eligibility for unemployment insurance.
5. Knowledge of the UI benefit payment system.
6. Knowledge of the uses and applications of claims related IT systems, such as the mainframe system, benefit payment control system, and UIBNET.
7. Knowledge of proper payment processes, calculation of overpayments and forfeitures, and the ability to explain the significance and differences to persons outside of UI.
8. Knowledge of investigative and fact finding techniques.
9. Knowledge of interviewing techniques.
10. Knowledge of training methods and techniques.
11. Knowledge of oral presentation techniques.
12. Knowledge of UI decision writing techniques
13. Knowledge of computation of UI benefits.
14. Knowledge of Quality Performance Index (QPI) for adjudication cases.
15. Knowledge of computerized disputed claims record system.
16. Knowledge of leadership methods.
17. Knowledge of UI appeal process and procedures.
18. Oral and written communication skills, including the ability to convey technical information to a variety of learners (ages/personality types/skill levels).
19. Effective listening skills.
20. Organizational skills, including the ability to prioritize long term/short term projects, and locate material as needed.
21. Knowledge of personal computer based software systems.
22. Knowledge of workload planning methods and techniques.
23. Knowledge staff motivation methods and techniques.
24. Interpersonal skills.
25. Ability to read, interpret, comprehend and apply complex laws, rules, policies, and procedures.
26. Knowledge of methods to evaluate employee performance.
27. Ability to use complex and sophisticated personal computer-based software systems.
28. Ability to be accurate and detailed.
29. Knowledge of methods to establish productive, facilitative working relationships both within and outside the organization.
30. Ability to write procedures for policy and manual creation.
31. Ability to analyze complex facts and documentation and reach a logical conclusion.