



**Orange County Department of Education
Human Resources Department
Classified Class Specification**

**Class Code: 5085
Date Adopted: 7/1/2024**

**FLSA Status: Nonexempt
Union Representation: Represented**

Unemployment Insurance Claims Specialist

GENERAL PURPOSE

Under general supervision, performs a variety of duties in coordinating the Department's unemployment insurance program in compliance with legal and regulatory requirements and state of California insurance procedures; investigates claims, gathers documentation, and represents school districts at the California Unemployment Insurance Appeals Board (CUIAB) Hearings, and performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS

The Unemployment Insurance Claims Specialist serves as a knowledge expert regarding UI reporting and claims processing requirements and procedures. The incumbent provides liaison between school districts and community colleges in the County and the state Employment Development Department (EDD). The incumbent is expected to carry out position responsibilities with independence, exercising sound judgment and problem-solving skills within the state's procedural parameters for the program.

ESSENTIAL DUTIES AND RESPONSIBILITIES

This position description is intended to describe the general nature and level of work being performed by an employee assigned to this position. This description is not an exhaustive list of all duties, responsibilities, knowledge, skills, abilities, and working conditions associated with this position. All requirements are subject to possible modification to reasonably accommodate individuals with a disability.

1. Perform detailed administrative work in processing all Orange County school district, community college, ROP, and OCDE unemployment insurance claims; review the districts' submitted claims for accuracy and consistency/relevance versus the claim filed by the unemployed worker to EDD; contact school district and college staff to gather additional information when necessary; and ensure employer UI claims responses are filed within established timelines.
2. Respond to calls from EDD representatives and provide clarifying or additional information as requested; respond to questions from school district staff regarding UI claims filed by those districts' employees; and train district staff on proper procedures for their required UI submissions.
3. Review unemployment determination results issued by the state for accuracy and appropriate application of laws and regulations; and prepare written appeals to the state UI Appeals Office by gathering relevant information necessary for the appeal and utilizing past case precedents and knowledge of applicable laws.
4. Research employees' job history; gather evidence to support the districts position; attend appeal hearings before an administrative law judge of the California UI Appeals Board to testify and present evidence on behalf of the employers; and prepare witnesses for hearings.
5. Develop and present UI workshops for districts staff and materials.

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6. Maintain and update unemployment insurance forms, records, claims, notices of determination, and decisions from hearings.
 7. Serve as a liaison between school districts and community colleges in the County and the EDD.

QUALIFICATIONS

Knowledge of:

1. Federal and state laws, codes, and regulations governing the administration and processing of unemployment insurance.
2. Guidelines, processes, terminology, and timelines for UI insurance claim processing.
3. Research methods and UI claim analysis techniques.
4. Principles and practices of sound business communication.
5. Office administrative practices and procedures.
6. OCDE and school district organizations, rules, policies, regulations, procedures, and provisions of the Education Code applicable to the area of assigned responsibility.
7. Advanced uses of word processing, spreadsheet, database, and other standard software to create documents.
8. Recordkeeping requirements and procedures.

Ability and Skill to:

1. Organize the OCDE UI program, set priorities, and exercise sound independent judgment with limited supervision.
2. Interpret, apply, explain, and reach sound decisions in accordance with laws, regulations, rules, and policies.
3. Collect, evaluate, and interpret UI claim information; analyze administrative, procedural, and legal problems regarding UI claims, evaluate alternatives, and reach sound and logical conclusions.
4. Analyze, interpret, explain, and apply relevant laws, regulations, codes, and procedures.
5. Prepare clear, concise, and comprehensive claims reports, correspondence, and other documents.
6. Appear before an administrative law judge and present evidence effectively and accurately.
7. Operate a computer, word processing software, and other standard office equipment.
8. Communicate clearly and effectively, both orally and in writing.
9. Maintain sensitive and confidential information and deal with sensitive and difficult situations.
10. Establish and maintain effective working relationships with OCDE and school district staff, representatives of the California Employment Development Department, and others encountered in the course of work.
11. Must demonstrate attendance sufficient to complete the duties of the position as required.

Education, Training, and Experience:

A typical way of obtaining the knowledge, skills, and abilities outlined above is an associate's degree in business, accounting, or related field; and three (3) years of experience, or an equivalent combination of training and experience.

PHYSICAL AND MENTAL DEMANDS

The physical and mental demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this class.

Physical Demands

Employees must be able to perform the essential functions of the position with or without accommodation. Employees in this classification perform deskwork for extended periods; read written and electronic materials; communicate clearly with those contacted through the course of work (typically in person, on the phone, and via email); and access and operate all required equipment for job duties. The position may include occasional need to traverse uneven surfaces. May move items weighing up to 25 pounds.

Mental Demands

While performing the duties of this class, employees are regularly required to use written and oral communication skills; read and interpret information; analyze and solve administrative problems; use mathematical reasoning; make observations; learn and apply new information or skills; perform detailed work; work on multiple, concurrent tasks often with frequent interruptions; work under deadlines and meet productivity requirements; and interact successfully with various groups of people encountered in the course of work.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions. Employees work under typical office conditions, and the noise level is usually quiet.