



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

**Class Code: 5085
Date Adopted: July 1, 2008
Date Revised: May 4, 2016**

**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; processes UI claims for all County school districts, community colleges, regional occupational programs and OCDE itself; 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/community colleges in the County and the state Employment Development Department. 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

The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to this class.

1. Performs detailed administrative work in processing all Orange County school district, community college, ROP and OCDE unemployment insurance claims; reviews the districts' submitted claims for accuracy and consistency/relevance versus the claim filed by the unemployed worker to EDD; contacts school district/college personnel to gather additional information when necessary; ensures employer UI claims responses are filed within established timelines.
2. Responds to calls from EDD representatives and provides clarifying or additional information as requested; responds to questions from school district staff regarding UI claims filed by those districts' employees; trains district staffs on proper procedures for their required UI submissions.
3. Reviews unemployment determination results issued by the state for accuracy and appropriate application of laws/regulations; prepares 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; attends appeals hearings before an administrative law judge of the California UI Appeals Board to testify and present evidence on behalf of the employer.
4. Assists in developing and presenting UI workshops for districts' human resources staff.
5. Maintains and updates unemployment insurance forms daily.

ESSENTIAL DUTIES AND RESPONSIBILITIES (cont.)

6. Serves as backup in the absence of the Unemployment Insurance Claims Specialist or Payroll Services Specialist as needed or requested.

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 claims processing.
3. Research methods and UI claims 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 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 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 claims information.
4. Analyze administrative, procedural and legal problems regarding UI claims, evaluate alternatives, and reach sound and logical conclusions.
5. Analyze, interpret, explain and apply relevant laws, regulations, codes, and procedures.
6. Prepare clear, concise and comprehensive claims reports, correspondence, and other documents.
7. Appear before an administrative law judge and present evidence effectively and accurately.
8. Operate a computer, word processing software and other standard office equipment.
9. Communicate clearly and effectively, both orally and in writing.
10. Maintain sensitive and confidential information.
11. Deal with sensitive and difficult situations.
12. 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.
13. 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 graduation from high school or high school equivalency test, and at least six years of increasingly responsible office administrative or secretarial experience; or an equivalent combination of training and experience. Experience working with employer requirements for unemployment insurance in California is highly desirable.

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. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical Demands

While performing the duties of this job, employees are regularly required to sit, walk and stand; talk or hear, both in person and by telephone; use hands repetitively to finger, handle, feel or operate computers and standard office equipment; reach with hands and arms from the waist to at or above shoulder level; bend, stoop, push, pull, grasp, squat, kneel, and twist to open file cabinet drawers, and lift up to 25 pounds from ground, waist and chest level. Travel over uneven terrain that may include gravel or dirt, carry materials on stairs; some locations may have stairs and will not have elevators.

Specific vision abilities required by this job include close vision and the ability to adjust focus.

Mental Demands

While performing the duties of this class, employees are regularly required to use written and oral communication skills; read and interpret detailed information and documents; analyze and solve difficult problems; observe and interpret people and situations; learn and apply new information or skills; perform highly detailed work; work on multiple, concurrent tasks with frequent interruptions and/or work under strict deadlines; and interact with OCDE and school district managers, staff, state government staff, and others 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 the essential functions. Employees typically work under typical office conditions, and the noise level is usually quiet.