

STATE OF WISCONSIN  
CLASSIFICATION SPECIFICATION

UNEMPLOYMENT COMPENSATION ASSOCIATE  
CLASSIFICATION SERIES

I. INTRODUCTION

A. Purpose Of This Classification Specification

This classification specification is the basic authority under ER 2.04, Wis. Admin. Code, for making classification decisions relative to present and future positions performing Unemployment Compensation Associate activities in the Department of Workforce Development (DWD). This classification specification will not specifically identify every eventuality or combination of duties and responsibilities that currently exist, or those that result from changing program emphasis in the future. Rather, it is designed to serve as a framework for classification decision-making in this occupational area.

Classification decisions must be based on the “best fit” of the duties within the existing classification structure. The “best fit” is determined by the majority (i.e., more than 50%) of the work assigned to and performed by the position when compared to the class concepts and definition of this specification or through other methods of position analysis. Position analysis defines the nature and character of the work through the use of any or all of the following: definition statements; listing of areas of specialization; representative examples of work performed; allocation patterns of representative positions; job evaluation guide charts, standards or factors; statements of inclusion and exclusion; licensure or certification requirements; and other such information necessary to facilitate the assignment of positions to the appropriate classification.

B. Inclusions

This classification encompasses positions which are paraprofessional and located within the Department of Workforce Development, Unemployment Insurance Division, requiring specialized knowledge of State and Federal Unemployment Compensation Law in the provision of program support services. Positions allocated to this series are responsible for the interpretation and consistent application of policies and procedures in performing a variety of functions which include: adjusting benefit monetaries; resolving disputed benefit claims, and/or determining employer liability.

C. Exclusions

Excluded from this classification are the following types of positions:

1. Positions that meet the statutory definition(s) of confidential, management and/or supervisory as defined in s. 111.81 (7), (13) and (19), Wis. Stats., as administered and interpreted by the Wisconsin Employment Relations Commission.

2. Positions that are for a majority of the time engaged in clerical positions which do not require specialized knowledge of State and Federal Unemployment Compensation Law, policies, and procedures and which are more appropriately classed as Document Production Assistant, Program Assistant, or Employment Security Assistant.
3. All other positions that are more appropriately identified by other classification specifications.

D. Entrance into This Classification

Employees enter this classification series by competition. Progression to the Unemployment Compensation Associate 2 level for specifically identified allocations will occur through reclassification as the employee satisfactorily attains the specified training, education, and experience and performs the full scope of duties identified. Reclassification to the Unemployment Compensation Associate 3 may occur on a case by case basis to allocation #1 below when it is clearly identified that the changes to the position occurred logically and gradually.

Advancement to the Unemployment Compensation Associate 3 level will occur through competition for allocation #2.

## II. DEFINITIONS

### UNEMPLOYMENT COMPENSATION ASSOCIATE 1

This is entry or objective level paraprofessional work in the State Unemployment Compensation Program.

Positions allocated to this class at the entry level perform a wide range of paraprofessional program support activities to professional and/or supervisory positions. Positions at this level are delegated authority to exercise judgment and decision making for a segment of the program in determining claimant benefit eligibility or employer contribution liability through the interpretation and application of the Unemployment Compensation Law's guidelines and procedures. Positions at this level are assigned progressively more difficult situations. Work is performed under close supervision.

Positions allocated to this class at the objective level perform program support activities that involve the broadest interpretations of established guidelines and procedures when applied to the more varied, intricate, interrelated and specialized situations presented the position in such areas as claimant benefit and/or employer records adjustment and maintenance. Positions at this level typically use the automated system as a resource to initiate changes and corrections to claimant and/or employer records. The work requires the exercise of considerable discretion and judgment and may involve the coordination of activities with other work units. The nature and type of work at this level is more complex due to the age and type of claimant and employer records adjustment and maintenance required. Work is performed under general supervision.

### UNEMPLOYMENT COMPENSATION ASSOCIATE 2

This is objective level work in the State Unemployment Compensation Program. Positions allocated to this class at the objective level perform a wide range of paraprofessional program support activities to professional and/or supervisory positions. Positions at this level are delegated authority to exercise independent judgment and decision making for a segment of the program in determining claimant benefit

eligibility or employer contribution liability through the interpretation and application of the Unemployment Compensation Law, its' guidelines and procedures. Work is performed under general supervision.

Also allocated to this class level are positions in the Hearing Offices responsible as the functional head of the appeal process for the area. Independence of action and a significant impact on employers and/or claimants are evident at this level. Positions at this level are characterized by their expanded responsibility, accountability, and complexity of program activities, and the degree of program knowledge required in order to carry out the objective of the position. Positions at this level devote more time to administrative and/or service delivery activities than to actual performance of records processing, adjustment and maintenance. Work performance of records process, adjustment and maintenance. Work is performed under general supervision.

### **UNEMPLOYMENT COMPENSATION ASSOCIATE 3**

Positions at this level will perform work in one of the two allocations listed below:

#### **Allocation #1**

Unemployment Compensation Associate Advanced: This is the most complex work within the Unemployment Insurance Division within the Unemployment Compensation Associate series within the Department of Workforce Development. Positions allocated to this level are responsible for processing the most complex unemployment compensation issues within the classification, assisting in training, mentoring and evaluating work for accuracy. Positions in this classification will assist in the development of new procedures, updating resources and identifying and troubleshooting issues that arise. Positions at this level have delegated authority to exercise independent judgement and decision making (as well as the greatest consequence for error within the series). Positions must be able to interpret and apply Unemployment Insurance Administrative Rules, laws, guidelines and procedures. Work is performed under general supervision.

#### **Allocation #2**

Leadworker: Positions allocated to this level function as leadworkers for position(s) at the Unemployment Compensation Associate 1, 2, and 3 level. Work is performed under general supervision. Responsibilities include training, assisting, guiding, instructing, assigning and reviewing the work of one or more employees in the work unit. Leadworkers do not have supervisory authority as defined under s. 111.81 (19) Wis. Stats., which include hiring, disciplining and firing an employee.

### **III. QUALIFICATIONS**

The qualifications required for these positions will be determined at the time of recruitment. Such determinations will be made based on an analysis of the goals and worker activities performed and by an identification of the education, training, work, or other life experience which would provide reasonable assurance that the knowledge and skills required upon appointment have been acquired.

### **IV. ADMINISTRATIVE INFORMATION**

This classification was modified effective May 18, 2003 and announced in Bulletin MRS-SC-154 to add an additional Unemployment Compensation Associate 3 level for a position which functions as a leadworker over Unemployment Compensation Associate 2 position.

This classification was modified effective April 15, 2018 and announced on April 29, 2018 in bulletin DPM-0468-CC/SC to add allocations under the Unemployment Compensation Associate 3 level that reflect advanced level work.

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