

STATE OF WISCONSIN  
CLASSIFICATION SPECIFICATION

UNEMPLOYMENT INSURANCE SUPERVISOR

I. INTRODUCTION

A. Purpose of This Classification Specification

This classification specification is the basic authority under Wis. Admin. Code ER 2.04 for making classification decisions relative to present and future positions which perform professional Unemployment Insurance supervisory activities and are located at the Department of Workforce Development. This classification specification is not intended to identify every duty which may be assigned to positions, but is intended 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

The positions in this classification are professional supervisory positions located within the Department of Workforce Development, Unemployment Insurance Division, which oversee specialized central office or Benefit Center Unemployment Insurance program activities in areas such as benefit overpayment, tax collection, employer services, non automated or disputed claims, adjudication, quality control, or fraud investigation. Positions allocated to this classification recommend the hiring, transfer, suspension, layoff, recall, promotion, discharge, assignment, evaluation, discipline, and adjustment of grievances of subordinate staff. Positions must meet the statutory definition of supervisor in Wis. Stats. 111.81(19) as administered and interpreted by the Wisconsin Employment Relations Commission. Work is performed under general direction.

C. Exclusions

Excluded from this classification are the following types of positions:

1. Positions which do not meet the statutory definition of supervisor as defined in Wis. Stats. 111.81(19) as administered and interpreted by the Wisconsin Employment Relations Commission.
2. Positions which for a majority of the time supervise staff performing clerical and paraprofessional duties and are more appropriately be classified as Unemployment Benefit Supervisor.

3. Positions which are responsible for workforce development programs and function as section chiefs in a central office or as section chiefs in a field office with responsibility over subordinate supervisors for the majority of the time and are more appropriately classified as Workforce Development Program Manager.
4. Positions which are not located in the Department of Workforce Development.
5. All other positions which are more appropriately identified by other classification specifications.

D. Entrance Into This Classification

Employees typically enter positions within this classification by competitive examination.

## II. DEFINITION

### UMEMPLOYMENT INSURANCE SUPERVISOR

Positions in this classification perform professional supervisory Unemployment Insurance work in the State Unemployment Insurance Program and function as (1) Central Office Supervisors located in a central office, (2) Benefit Center Unit Supervisors located in a Benefit Center, or (3) Benefit Center Subunit Supervisors. Positions in all three allocations are responsible for planning and assigning work, monitoring program performance, and developing performance standards; providing leadership in developing coordination of efforts with external partners and entities; the review and development of policies relating to program activities; and supervision of positions which are involved in a variety of activities unique to a specialized program area.

#### **Representative Positions :**

Tax and Accounting Supervisor: These positions supervise, coordinate, plan, organize, and direct activities in the Benefit Overpayment, Tax Collection, or Employer Service Units in the Division of Unemployment Insurance. Positions are responsible for administering and modifying policy or programmatic changes to coverage, successorship, tax collection, and/or benefit overpayment programs; supervising professional staff responsible for performing investigations of business transfers, investigation and resolution of tax or overpayment collection problems, determining and rendering employer liability decisions, collecting benefit overpayments or tax debts, determining tax rates, and initiating legal enforcement actions; and developing and implementing policies and procedures relevant to the specific program area.

Nonautomated Claims Supervisor: This single position is responsible for a specialized payment process. Work at this level requires an extensive interpretation and application of established guidelines and procedures resulting in the issuance of monetary determinations which affect benefit payment and employer records. Positions allocated to this class supervise staff involved in initiating and processing interstate and combined wage benefit claims, TRA (Trade Readjustment Act) claims, responding to inquiries regarding such claims, performing recomputations to claimant's benefit entitlements and employer account liability, computing and issuing TRA monetary determinations, computing combined wage claim entitlements and issuing amended benefit computations.

Central Processing Supervisor: This single position is responsible for supervising the automated statewide payment processing operation, wage record processing operation, automated electronic media operation, and the central file management system. This position also supervises diverse staff within a complex organizational structure, which includes subordinate supervisors.

Adjudication Manager: These positions function as Adjudication Managers in a Benefit/Adjudication Center. Adjudication Managers are responsible for directing and managing all statewide benefit adjudication activities and policies carried out in a Benefit /Adjudication Center. Positions may supervise other or lower-level supervisors or may directly supervise positions classified as UB Specialist.

Adjudication Supervisor: These positions supervise a staff of adjudication specialists in a Benefit Center who are responsible for investigation and resolution of benefit eligibility issues and employer charging. While staff supervision responsibilities are limited to a unit, the source of the inquiries handled by staff may be statewide.

Claims Services Manager: These positions function as Claims Services Managers in Benefits/Claims Centers. Claims Service Managers are responsible for directing and managing all statewide initial claimstake activities and claimant and employer benefit assistance in a Benefit Center. Positions supervise subordinate supervisors.

Disputed Claims Supervisor: This single position at the Administrative Office supervises professional staff responsible for developing the rules, policies and procedures used in disputed claims resolution. The position is responsible for developing and providing training for adjudicators and statewide quality appraisal reclassification processes and for quality assessments processes. The work impacts directly on services provided in the Benefit/Adjudication Centers and in Central Benefits.

Quality Control Supervisor: This single position directs and supervises quality control benefit payment audits in the UC, UCFE, and UCX programs; interprets audit results for problems and corrections and supervises staff responsible for ensuring program quality compliance by monitoring and evaluating service against the standards established by State and Federal regulations.

Fraud Investigation and Prosecution Supervisor: This single position directs staff responsible for performing activities involving the investigation and prosecution of complex benefit fraud cases. The position develops investigation and prosecution policies, standards, procedures, and/or criteria; reviews and controls quality of fraud investigations performed by adjudicators; prepares recommendations for prosecution; and ensures the integrity of investigation activities which impact on services and clients statewide.

### 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

On March 12, 2000 (see Bulletin CLR/SC-109) the Unemployment Benefit Supervisor 6, 7, 8 and the Unemployment Tax and Accounting Supervisor 1 classifications were abolished and the Unemployment Insurance Supervisor was created. These changes occurred as a result of the implementation of the expansion of the broadband pay structure.

This classification specification was modified effective November 5, 2000, and announced in Bulletin CLR/SC122, in order to reflect the addition of two representative positions (Central Processing Supervisor and Claims Services Managers).

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