

**STATE OF WISCONSIN
CLASSIFICATION SPECIFICATION**

UNEMPLOYMENT BENEFIT SUPERVISOR

I. INTRODUCTION

A. Purpose of This Classification Specification

This classification specification is the basic authority under Wisconsin Administrative Code ER 2.04 for making classification decisions relative to present and future supervisory positions which function as Unemployment Benefit Supervisors. 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 classification 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; license or certification requirements; and other such information necessary to facilitate the assignment of positions to the appropriate classification.

B. Inclusions

This classification encompasses positions located at the Department of Workforce Development, Division of Unemployment Insurance, which are responsible for supervising and directing the establishment of benefit claim, benefit payment processing, appeals processing, and record maintenance systems which provide services to claimants and employers, according to state and federal regulations. Positions allocated to this classification must meet the statutory definition of supervisor, as defined in s. 111.81(19), Wis. Stats.

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 s. 111.81(19), Wis. Stats., as administered and interpreted by the Wisconsin Employment Relations Commission.
2. Professional supervisory positions which oversee specialized central office or benefit center unemployment insurance program activities for a majority of the time and are more appropriately classified as Unemployment Insurance Supervisor.
3. Positions which are not located at the Department of Workforce Development.

4. All other positions which are more appropriately identified by other classification specifications.

D. Entrance Into This Classification

Entrance into this classification is typically by competitive examination.

II. DEFINITION

UNEMPLOYMENT BENEFIT SUPERVISOR

Positions in this classification perform supervisory functions over clerical, paraprofessional, and technical staff in the unemployment benefits/unemployment insurance program. Positions direct and oversee policies and procedures for a variety of clerical unemployment insurance claims benefit functions; policies and procedures involved in performing amendments, modifications, recomputations, or adjustments to claim benefits entitlements or employer account liability; wage reporting automation activities; or wage record unit systems activities.

Representative positions :

Claims Processing Supervisor - Positions are responsible for supervising and training staff involved in processing electronic claims with wages, reviewing and processing wage verification documents and information which support the continuation of established claims, including evaluating such claims for possible issues which would prevent or delay payment of benefits to the claimant and seeking resolution to such issues. These positions also manage and supervise the staff responsible for Central File and Management Systems.

Claims Services Supervisor – Benefit Center - Positions are responsible for supervising and monitoring clerical and paraprofessional staff performing initial claimstaking, claimant and employer benefit-related assistance and adjudication support services in a Benefit Center.

Hearing Office Supervisor - Positions are responsible for supervising clerical and paraprofessional staff in a hearings office involved in processing and scheduling appeals of claimant eligibility and/or employer liability decisions filed by claimants and/or employers.

Monetary Pay Adjustment Supervisor - This position is responsible for supervising paraprofessional staff involved in making monetary amendments, modifications, recomputations, or adjustments to claimant benefit entitlement, over/underpayments and/or employer account liability, involving interpretation and consistent application of UI policies and procedures.

Wage Reporting Automated Media Supervisor - This position is responsible for supervising the planning and implementation of the automated wage reporting program, the automated media and wage report processing operation, and the automated wage data outreach and education program. The position supervises a combination of paraprofessional and clerical staff.

Wage Record Unit Supervisor - This position is responsible for the planning, coordination and implementation of any upgrades, changes, fixes and maintenance of the hardware and software for the Scanner System. The position also manages and supervises the technical staff responsible for the operation of the Optical Character Reader and Imaging equipment.

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 created effective May 20, 2001, and announced in Bulletin CLR/SC-130, in order to describe positions located at the Department of Workforce Development, Division of Unemployment Insurance, which are responsible for supervising and directing the establishment of benefit claim, benefit payment processing, appeals processing, and record maintenance systems. This classification replaces the Unemployment Benefit Supervisor 1, 2, and 3 classifications. This classification was created in order to simplify the classification system and to expand the broadband pay system to non-represented classifications.

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