

STATE OF WISCONSIN
CLASSIFICATION SPECIFICATION

UNEMPLOYMENT BENEFIT ANALYST
CLASSIFICATION SERIES

I. INTRODUCTION

A. Purpose and Use of this Classification Specification

This classification specification is the basic authority under ER 2.04, Wis. Adm. Code, for making classification decisions relative to present and future positions which provide expertise and knowledge to staff and management in procedural, system, and policy matters related to Unemployment Insurance law in the Department of Workforce Development (DWD). This specification will not specifically identify every eventuality or combination of duties and responsibilities of positions that currently exist or those that result from changing program emphasis in the future. Rather, it is designed to serve as a basic 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 series encompasses professional positions, as defined in Sec 370.030, Wisconsin Human Resources Handbook Chapter, that are located in the Benefit Operations Bureau in the Department of Workforce Development. These positions develop operational and/or program policy for benefit program activities, identify modifications needed for the automated system, develop and ensure quality control standards and provide training pertaining to the resolution of disputed claim issues based on changes in State and Federal Unemployment Compensation Law, for program users regardless of their geographic location.

C. Exclusions

Excluded from this classification series are the following types of positions:

1. Position which are, for the majority of the time, engaged in investigating, determining and rendering decisions regarding employer liability and contribution rate according to State Unemployment Insurance (UI) Law and are more appropriately classified as Unemployment Tax and Accounting Specialist;

2. Position which are, for the majority of the time, engaged in the initiation of unemployment collection activities for benefit overpayments or delinquent employer contributions and are more appropriately classified as Unemployment Compensation Associate;
3. Position which are, for the majority of the time, engaged in Investigating, determining or redetermining and rendering decisions involving a dispute of claimant eligibility for unemployment benefits, fraudulent benefit activities, or ensuring the quality of the unemployment payment process according to State and Federal Unemployment Insurance Law and are more appropriately classified as Unemployment Benefit Specialist;
4. Positions which meet the statutory definition of supervisory, confidential or management positions as identified in s. 111.81(19), (7) and (13), Wis. Stats., as administered and interpreted by the Wisconsin Employment Relations Commission;
5. Positions which do not meet the statutory definition of professional employee as defined in Sec. 370.030 of the Wisconsin Human Resources Handbook Chapter; or
6. All other positions which are more appropriately identified by other class series.

D. Entrance Into and Progression Through This Classification Series

Entrance into this classification series is by competition. Progression to the Unemployment Benefit Analyst-Senior level will be by reclassification after the employee acquires the skills and proficiency to work independently and perform the full scope of duties defined.

Employees enter the Advanced level of the classification series through competition.

E. Terminology Used in this Classification Specification

The following definitions apply in this classification specification:

Leadworker: An employee whose permanently assigned duties include training, assisting, guiding, instructing, assigning and reviewing the work of two or more permanent full-time equivalent classified employees in the Lead worker's work unit as assigned and documented on the work unit's organization chart. Lead workers do not have supervisory authority as defined under s. 111.81(19), Wis. Stats.

II. DEFINITIONS

UNEMPLOYMENT BENEFIT ANALYST

This is entry level professional unemployment benefit analyst work in the State Unemployment Insurance Program. Positions allocated to this class learn to provide assistance and respond to inquiries and problems from field offices, employers, or legislators and initiate actions to determine and correct system problems. Positions at this level also assist in training and providing technical advice in resolving complex disputed claims issues. Positions at this level learn to identify system modification needs based on changes in federal regulations or instructions, agency policies, court decisions or law revisions. Work is performed under close progressing to limited supervision as the employee acquires substantial skills and proficiency in order to work independently.

UNEMPLOYMENT BENEFIT ANALYST - SENIOR

This is objective level professional unemployment benefit analyst work in the State Unemployment Insurance Program. Positions allocated to this class are responsible for drafting administrative rules and recommending policy guidelines and procedures for investigating and resolving disputed claims eligibility issues at the local office level. Positions at this level monitor both local office and employee performance to ensure adherence to policies and procedures, and state and federal quality standards. Positions also provide training and technical assistance in resolving complex disputed claim issues. Positions at this level identify system modification needs based on changes in federal regulations or instructions, agency policies, court decisions or law revisions. Work is performed under general supervision.

UNEMPLOYMENT BENEFIT ANALYST - ADVANCED

This is lead level professional unemployment benefit analyst work in the State Unemployment Insurance Program. Positions allocated to this class function as leadworkers over staff at the Unemployment Benefit Analyst and the Unemployment Benefit Analyst Senior levels and are responsible for drafting administrative rules and recommending policy guidelines and procedures for investigating and resolving disputed claims eligibility issues at the local office level. Positions at this level monitor both local office and employee performance to ensure adherence to policies and procedures, and state and federal quality standards. Positions also provide training and technical assistance in resolving complex disputed claim issues. Positions will also coordinate activities with other UI Bureaus to ensure accurate and consistent policy application of the UI program. Positions prepare documents, manuals, and correspondence to be used by the UI Division for internal and external customers. Work is performed under general supervision.

III. QUALIFICATIONS

The qualifications required will be determined on a position-by-position basis at the time of recruitment. Such determination will be made based on an analysis of the objectives and tasks performed and on an identification of education, training, work, or other life experience which would provide reasonable assurance that the skills required to perform the tasks and the knowledge required upon appointment have been acquired.

IV. ADMINISTRATIVE INFORMATION

The original Unemployment Benefit Analyst classification series was created in March 1986 and consisted of 4 levels. That classification series was modified by updating department names, abolishing the 1 & 2 levels and inserting the paragraph explaining the best fit approach to classification decisions effective April 2, 2006 because the 1 & 2 levels were no longer being used. The April 2, 2006 revision was announced in Bulletin OSER-0091-MRS-SC. The classification series was modified effective March 11, 2012 and announced in Bulletin OSER-0300-MRS/SC to recreate the UBA 2 level to provide an avenue for employees to learn the duties, observe and participate on a scaled back level to gain the experience needed to be reclassified to the UBA 3 objective level and to modify the progression language and better clarify the differences in duties between the 3 and 4 levels. This original Unemployment Benefit Analyst classification series was abolished November 2, 2014 and announced in Bulletin OSER-0382-MRS/SC.

This classification series was created effective November 2, 2014 and announced in Bulletin OSER-0382-MRS/SC to change the titles of the classification levels and update the exclusion language. These changes were implemented in conjunction with the broadbanding of this classification.

This classification series was modified effective July 2, 2023, and announced bulletin DPM-0596-CC/SC to change the location of the positions in the series from the Disputed Claims Unit to the Benefit Operations Bureau. Other minor language changes also occurred.

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