

STATE OF WISCONSIN
CLASSIFICATION SPECIFICATION

EMPLOYMENT SECURITY ASSISTANT
CLASSIFICATION SERIES

I. INTRODUCTION

A. Purpose of This Classification Specification

This classification specification is the basic authority for making classification decisions relative to present and future positions performing Employment Security Assistant activities in 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 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 series encompasses clerical positions within the Unemployment Insurance and the Employment and Training Divisions. Positions in this series perform activities such as taking, maintaining, coding and/or processing records manually and/or through automated record systems; providing general information, assistance and/or direction to the public about programs and procedures through personal contact or by telephone or written contact and establishing benefit monies or disputed claim records. Positions in this series require procedural knowledge and general program knowledge in order to perform assigned tasks.

C. Exclusions

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

1. Positions which are better identified by the Unemployment Compensation Associate, Office Operations Associate, Office Associate or Clerical Assistant classifications;
2. Positions that meet the statutory definition of supervisor or management as defined in s. 111.81(19) and (13), Wis. Stats., as interpreted and administered by the Wisconsin Employment Relations Commission.

3. All other positions which are more appropriately identified by other classifications.

D. Entrance Into and Progression Through This Series

Entrance and progression through this series will be through competition. Reclassification on a case by case basis may occur for all levels except for allocation #2 under ESA 4 level, when it is clearly identified that the changes to the position occurred logically and gradually.

II. DEFINITIONS

EMPLOYMENT SECURITY ASSISTANT 1

This is clerical work in the Unemployment Insurance and the Employment and Training Divisions. Positions allocated to this class perform routine record maintenance and forms processing activities which require the application of established standardized guidelines and procedures a majority of the time. Work is performed under general supervision.

EMPLOYMENT SECURITY ASSISTANT 2

This is complex clerical work in the Unemployment Insurance and the Employment and Training Divisions. Positions allocated to this class interpret and apply established guidelines and procedures in records maintenance, forms processing and direct client services. Positions at this level differ from lower level positions in the frequency and variety of applied discretion and judgment situations, a greater procedural knowledge, and a greater diversity and complexity of the assigned activities. Work is performed under general supervision.

EMPLOYMENT SECURITY ASSISTANT 3

This is more complex clerical work than at lower levels in the Unemployment Insurance and the Employment and Training Divisions. Positions allocated to this class perform program support activities that involve broad interpretations of established guidelines and procedures when applied to the varied intricate and interrelated situations presented to the position in such areas as establishing claimant benefit eligibility, employer liability records, or providing direct employment services to clients/or employers. Work is performed under general supervision.

EMPLOYMENT SECURITY ASSISTANT 4

Positions at this level perform staff development, advanced work or may lead or review the work of other staff in the Unemployment Insurance and Employment and Training Divisions.

Allocation #1:

Claims Representative Advanced: This is the most complex work within the Unemployment Insurance Division within the Employment Security Assistant series within the Department of Workforce Development. Positions allocated to this level are responsible for performing expert document handling and processing, assisting in training, mentoring and evaluating peer work for accuracy, and giving special

presentations to internal staff as requested. The document handling and processing is of a highly complex nature involving official and confidential claims applications and associated forms used in determining claimant eligibility and employer liability. Positions at this level have delegated authority to exercise independent judgment and decision making (as well as the greatest consequence for error within this series) for a segment of the program in determining claimant benefit eligibility or employer contribution liability through the interpretation and application of the Unemployment Insurance Administrative Rules and Laws, guidelines and procedures, as well as Wis. Stats Chapter 108. Positions may also assign document handling and processing to lower level staff. Positions at this level will work with other state and municipal agencies, as well as Unemployment Benefit Specialists, as needed. Work at this level requires the greatest understanding of intricate Unemployment Insurance program details and their impact, as well as the claims resolution process, which includes the ability to analyze and recognize potential fraud. Work is performed under general supervision.

Allocation #2

Leadworker: This is clerical leadwork in the Unemployment Insurance and the Employment and Training Divisions. Positions allocated to the lead level are responsible for assigning and reviewing the work of Employment Security Assistants 1-3. Leadwork involves permanently assigned responsibility to train, assist, guide, instruct, assign and review the work of a group of lower level Employment Security Assistants. Leadworkers do not have supervisory authority as defined under s. 111.81(19), Wis.Stats. Work is performed under general supervision.

Staff Development Coordinator: Positions also allocated to this level include those that are responsible for reviewing, developing, and coordinating benefit center staff development; assisting claims management with coordination of benefit center claims activities so as to achieve claims related standards of quality, timeliness, and productivity; providing training and technical assistance to claims staff; assisting the Claims Manager in development and implementation of performance enhancement plans for the benefit center and/or individual claims specialists; assisting the Claims Manager with mentoring and coaching claims staff; and training claims staff in claims taking processes, including newly hired claims specialists and those performing at less than the objective level. Work is performed under general supervision.

III. QUALIFICATIONS

The qualifications required for these classification levels will be determined on a position-by-position basis 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 skill required upon appointment have been acquired.

IV. ADMINISTRATIVE INFORMATION

This classification was created effective March 1986 to describe positions that perform clerical work for the Job Service and Unemployment Compensation programs in the Department of Industry, Labor and Human Relations. This classification was modified on September 12, 2010 and announced in Bulletin OSER-0272-CLR/SC to update the name of the department and programs to the current Department of Workforce Development and divisions and to add an allocation for the Staff Development Coordinator at the 4 level.

The classification series was modified on January 10, 2016 and announced in Bulletin DPM-0415-CC/SC to reflect revisions to the definition language and the addition of advanced allocation pattern at the ESA 4 level.

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