

STATE OF WISCONSIN  
CLASSIFICATION SPECIFICATION

UNEMPLOYMENT INSURANCE COLLECTIONS SPECIALIST  
CLASSIFICATION SERIES

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 Unemployment Insurance (UI) Collection Specialist positions. Positions allocated to this classification are responsible for performing UI collections activities. 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

This series encompasses professional positions, as defined in s. 111.81(15), Wis. Stats, that are located within the Bureau of Tax and Accounting of the Division of Unemployment Insurance, found in the Department of Workforce Development. Positions allocated to this series perform UI collections activities and require either (1) on-going personal contact with employers in order to resolve collection disputes or (2) on-going interaction with claimants. Positions in this series also interact with a variety of third parties in order to resolve collection disputes; and involve the initiation of legal enforcement actions to resolve collection disputes. Positions in this series are responsible for recommending law, system and procedural changes; also handling and managing all aspects of a variety of technical cases; and providing technical assistance to debtors.

C. Exclusions

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

1. Positions which meet the statutory definition of supervisor or management as defined in s. 111.81(19) and (13), Wis. Stats., as administered and interpreted by the Wisconsin Employment Relations Commission.
2. Positions which do not meet the statutory definition of professional employee as defined in s.111.81(15), Wis. Stats., as administered and interpreted by the Wisconsin Employment

Relations Commission.

3. Positions which are, for a majority of the time, engaged in performing collections activities for any other departmental program, e.g. Worker's Compensation, and are classified as Collections Specialist.
4. Positions which are, for a majority of the time, engaged in total employer account management services specific to unemployment tax purposes. These positions are more appropriately classified as Unemployment Tax and Accounting Specialist.
5. All other positions which are more appropriately identified by other classification specifications.

D. Entrance and Progression Through This Classification Series

Employees enter positions within this classification series by competition. Progression to the intermediate and senior levels will occur through reclassification after the employee satisfactorily attains the specified training, education, or experience. The advanced level will be filled by competition.

## II. DEFINITIONS

### UNEMPLOYMENT INSURANCE COLLECTIONS SPECIALIST

Positions at this level work under **CLOSE** supervision. The focus at this level is learning the procedures, practices, techniques, rules, laws and principles and practices necessary to manage and collect benefit overpayments and/or delinquent employer contributions. The work assignments are limited in nature and scope. The work products are closely reviewed for technical and programmatic accuracy, and for compliance with UI laws and the agency's and/or division's policies and standards.

### UNEMPLOYMENT INSURANCE COLLECTIONS SPECIALIST-INTERMEDIATE

Positions at this level work under **LIMITED** supervision. Positions at this level require the incumbent to continue to develop knowledge and skills in the program area and associated procedures, practices, techniques, rules, laws and principles necessary to collect benefit overpayments and/or delinquent employer contributions. The work assignments are more varied in nature than at the entry level. The work products receive limited review for technical and programmatic accuracy and for compliance with UI laws and the agency's and/or division's policies and standards.

### UNEMPLOYMENT INSURANCE COLLECTIONS SPECIALIST-SENIOR

Positions at this level work under **GENERAL** supervision. This is the full performance level and it is the level than an employee in this series can reasonably expect to obtain. An employee at this level has acquired a broad knowledge of the concepts, procedures, practices, techniques, rules, laws and principles and practices necessary to manage and collect benefit overpayments and/or delinquent employer contributions. An employee at this level is expected to perform the full scope of activities necessary to collect benefit overpayments or delinquent employer contributions from start to finish. The work assignments are complex and varied in nature and scope. The work products receive general review for technical and programmatic accuracy and for compliance with UI laws and the agency's and/or division's policies and standards.

**Representative Positions:**

**Insolvency Specialist:** Position is responsible for the collection of delinquent unemployment compensation taxes and overpaid unemployment compensation benefits from debtors involved in an insolvency proceeding. This includes the review of the tax and benefit overpayment liabilities of persons and/or businesses involved in insolvency proceedings; filing claims in those proceedings, dealing with objections to those claims, preparing materials to be used in court, working with attorneys and trustees to resolve any other issues pertinent to the insolvency proceeding, and referring legal matters which are not easily resolved to the Department's Enforcement Section attorneys. This position will also provide information and assistance to persons inquiring about the department debts and how they are interpreted under the various insolvency laws.

**Benefit Overpayment Collector:** Position assists in the collection of overpaid UI benefits. These responsibilities include collecting debts, tracing and locating debtors, explaining benefit overpayment decisions and billing system statements, explaining how overpayment debts occur, filing and execution of warrants, seizure of debtor property to satisfy liens, and talking to claimants to create payment agreements, and ensuring that state and federal tax refunds are certified for collection.

**Delinquent Employer Contribution Collector:** Position assists in the collection of delinquent taxes and reports required of employers covered under Wisconsin Unemployment Insurance Law. These responsibilities include collecting debts, tracing and locating debtors, explaining quarterly reporting requirements and billing system statements, securing contribution reports, calculating taxes, interest and penalties due, explaining how tax debts occur, filing and execution of warrants, seizure of debtor property to satisfy liens, and obtaining information on subjectivity of new employers and transfers of business for possible successorship.

**UNEMPLOYMENT INSURANCE COLLECTIONS SPECIALIST-ADVANCED**

Positions at this level perform the most complex work and may lead or review the work of other staff in the unit. Positions at this level work under **GENERAL** supervision and are responsible for serving as the primary liaison with the Internal Revenue Service, the Department of Revenue, the Worker's Compensation Division and the Division of Equal Rights. Positions are responsible for coordinating, negotiating and resolving issues between the DWD and those parties; making determinations on appropriate joint handling of specific cases; determining the need for statutory and code changes; creating and implementing revisions to laws, codes, and statutes; reviewing and determining adequacy or need for revision of current or proposed legislation; developing and implementing new policies and procedures; determining the adequacy and feasibility of collection measures and methods; instructing staff and law enforcement official on proper handling of controversial cases in bankruptcies, receivership, and probate proceedings; serving as the department expert on precedent setting cases and advising department attorneys and managers on collection issues, policies, and procedures. The work assignments involve responsibility for cases and situations beyond the expertise of lower level staff and are extremely complex and varied in nature and scope. The work products receive general review for technical and programmatic accuracy and for compliance with UI laws and the agency's and/or division's policies and standards.

**Representative positions:**

**UI Collections Specialist Leadworker:** Positions are responsible for leading staff at the UI Collections Specialist Senior and lower. As Leadworker, the responsibilities include determining job priorities, assigning and coordinating work of lower level staff, monitoring work performance and written documents for completeness and accuracy and ensuring accuracy of the work performed by Unemployment Insurance Collections Specialist, Intermediate and Senior staff.

UI Collections Staff Development Coordinator: Positions are responsible for reviewing, developing, and coordinating staff development materials and manuals. Responsibilities include designing, developing, and conducting group and individual UI training for collections staff; evaluating, maintaining and updating training materials and user manuals; and providing on-going tutoring for staff to increase understanding of the UI program collections.

UI Collections Investigator: Positions are responsible for the most complex decisions, the most difficult collections issues, and the legal follow-up. This employee is responsible for handling the most sophisticated transactions, and dealing with the most complex issues. Positions are also responsible for developing and testing tax system (SUITES) programming changes or modification.

### **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 June 8, 1997 and announced in Bulletin CC/SC-70 to describe positions which perform UI benefit overpayment and/or delinquent employer contributions collections activities. Positions in this class were formerly classified as Unemployment Contribution Specialists or Unemployment Benefit Specialists. The advanced level definition was modified November 8, 1998 and announced in Bulletin CC/SC-94 to allow for more than one position at this level.

This classification series was modified effective November 2, 2014 in bulletin OSER-0382-MRS/SC to retitle the entry level, to add representative positions at the Advanced level, add and update representative positions at the Senior level and update the progression language. These updates were done in conjunction with the broadbanding of this classification series.

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