

STATE OF WISCONSIN
CLASSIFICATION SPECIFICATION

UNEMPLOYMENT BENEFIT SPECIALIST
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 Unemployment Benefit Specialist activities in the Department of Workforce Development. 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 s. 111.81(15), Wis. Stats., that conduct investigations, make determinations or redeterminations, and render decisions involving a dispute of claimant eligibility for unemployment benefits; conduct investigations of fraudulent benefit activities; or conduct investigations involving the quality of the unemployment payment process.

C. Exclusions

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

1. Positions 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 Compensation Law for a majority of the time. These positions are more appropriately classified as Unemployment Tax and Accounting Specialist.
2. Positions which are, for the majority of the time, engaged in the development and/or monitoring of guidelines and procedures for disputed claims and/or automated system for a majority of the time. These positions are more appropriately classified as Unemployment Benefit Analyst.

3. Positions which meet the statutory definition of supervisory, confidential or management as identified in s. 111.81(19), (7) and (13), Wis. Stats., as administered and interpreted by the Wisconsin Employment Relations Commission.
4. 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.
5. All other positions, not located at the Department of Workforce Development, which are more appropriately identified by another class series.

D. Entrance and Progression Through This Classification Series

Employees enter positions in this classification series by competition at the Unemployment Benefit Specialist level. The employee may progress to the Unemployment Benefit Specialist – Intermediate and Senior levels through reclassification as the employee satisfactorily attains the specified training, education, and experience and performs the full scope of duties at the Unemployment Benefit Specialist and Unemployment Benefit Specialist – Intermediate levels. The work will be evaluated against federal Department of Labor Employment and Training performance standards to determine the appropriateness of employee progression. Entrance into the Unemployment Benefit Specialist – Advanced level occurs by competition.

II. DEFINITIONS

UNEMPLOYMENT BENEFIT SPECIALIST

This is professional unemployment benefit work in the State Unemployment Compensation Program. Positions allocated to this level function as adjudicators, and they investigate, determine and render disputed claimant eligibility decisions according to State and Federal Unemployment Compensation law. Positions at this level will focus on the least complex Unemployment Insurance claims, which include those that require a limited knowledge of Unemployment Insurance law, such as claims that require the investigation of separation issues. Work is performed under close supervision and may progress to limited or general supervision.

UNEMPLOYMENT BENEFIT SPECIALIST – INTERMEDIATE

This is professional level unemployment benefit work in the State Unemployment Compensation Program. Positions allocated to this level function as adjudicators, and they investigate, determine, and render disputed claimant eligibility decisions according to State and Federal Unemployment Compensation Law on progressively more complex Unemployment claims. More complex claims adjudicated at this level include: claims involving able and available issues; fraudulent claims; or claims requiring a greater degree of Unemployment Insurance knowledge. Work is performed under limited supervision and may progress to general supervision.

UNEMPLOYMENT BENEFIT SPECIALIST – SENIOR

This is professional level unemployment benefit work in the State Unemployment Compensation Program. Positions allocated to this level function as adjudicators, and they investigate, determine, and render disputed claimant eligibility decisions; or verify the accuracy of benefit payments according to State and Federal Unemployment Compensation Law for the full range and full scope of Unemployment Insurance claims. Positions at this level will focus only on the most complex claims, including: claims

that require an in-depth knowledge of Unemployment Insurance law; and claims requiring the most time and research to adjudicate. Positions at this level may also conduct office investigations, and they may render decisions involving fraudulent activities like identity theft and aiding and abetting. Work is performed under general supervision.

UNEMPLOYMENT BENEFIT SPECIALIST - ADVANCED

This is advanced or lead professional unemployment work in the State Unemployment Compensation Program.

Quality Control Investigators/Program Integrity Investigator: Positions allocated to this class at the advanced level conduct the most complex field investigations, make determinations or redeterminations, render decisions, and present for prosecution fraudulent benefit cases such as those where employer and claimant collusion may exist. Work is performed under general supervision.

Adjudication Leadworker: Positions also allocated to this level are responsible for leading staff at the Unemployment Benefit Specialist 3 and lower levels that adjudicate claimant eligibility issues; or they are responsible for leading staff engaged in the verification of benefit payment accuracy. Work is performed under general supervision.

Staff Development Coordinator: Positions allocated to this level include those that are responsible for reviewing, developing, and coordinating benefit center staff development and developing adjudication standards and workflow processes/procedures to achieve and maintain Federal BTQ. Responsibilities include designing, developing, and conducting group and individual UI training for adjudication staff; evaluating, maintaining and updating training materials and user manuals; and providing on-going tutoring for benefit center staff to increase understanding of the UI program benefit system. 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 Specialist classification was created effective March, 1986. That classification series was modified effective April 3, 2005 and announced in Bulletin OSER-0061-MRS-SC to reflect the removal of collection-related responsibilities and clarify the level of work that is performed among the classifications within the series. The specification was modified effective April 2, 2006, and announced in Bulletin OSER-0091-MRS-SC in order to abolish the UBS 5 level which was not being used. The specification was modified effective March 14, 2010, and announced in Bulletin OSER-0266-CLR/SC to add the Staff Development Coordinator allocation at the UBS 4 level. The specification was modified effective December 15, 2013, and announced in Bulletin OSER-0348-MRS-SC to change the progression in the series to allow flexibility for employees to remain at an objective level or progress to the next level once meeting the federal performance standards. Further modifications were to provide examples of types of work processed and amount of supervision at the different levels. This original

Unemployment Benefit Specialist classification series was abolished November 2, 2014 and announced in Bulletin OSER-0382-MRS/SC.

This classification series was created 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.

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