

CLASSIFICATION: INTERVIEWER II

Class Code: 5313-18

Date Established: 10-07-94

Occupational Code: 7-7-1

Date of Last Revision: 7-17-15

Exempt Status: Non- Exempt

BASIC PURPOSE: To manage the Job and Information Resource Center, provide employment related information, coordinate activities, and promote resources available in the Resource Center for the New Hampshire Department of Employment Security.

CHARACTERISTIC DUTIES AND RESPONSIBILITIES:

- Provides employment related information and technical assistance to job seekers, employers, and government officials.
- Instructs job seekers, employers, and government officials in the use of software packages.
- Acquires, prepares, maintains, and appraises materials available to customers regarding employment and related information.
- Assesses job seekers' employability to assist in referrals and data input into software applications.
- Performs troubleshooting and provides technical assistance to personal computer users and implements repairs.
- Provides superiors with statistical information to address the issues and needs of customers.
- Trains lower level staff to provide backup coverage and continuity of service.
- Coordinates, monitors and schedules the use of various equipment and resource materials.
- Attends training to remain current on the latest technologies.
- Design and produce promotional materials such as newsletters, posters and brochures.

DISTINGUISHING FACTORS:

Skill: Requires skill in developing formats and procedures for special applications OR in investigating and reviewing the use of equipment and data for a specialized function.

Knowledge: Requires logical or scientific understanding to analyze problems of a specialized or professional nature in a particular field.

Impact: Requires responsibility for contributing to immediate, ongoing agency objectives by facilitating the direct provision of services to the public or other state agencies. Errors at this level result in inaccurate reports or invalid test results and require a significant investment of time and resources to detect.

Supervision: Requires direct supervision of other employees doing related or similar work, including scheduling work, recommending leave, reviewing work for accuracy, performance appraisal, or interviewing applicants for position vacancies.

Working Conditions: Requires performing regular job functions in a controlled environment with minimal exposure to disagreeable job elements and little risk of hazard to physical or mental health.

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Physical Demands: Requires light work, including continuous walking or operating simple equipment for extended periods of time as well as occasional strenuous activities such as reaching or bending.

Communication: Requires summarizing data, preparing reports, and making recommendations based on findings which contribute to solving problems and achieving work objectives. This level also requires presenting information for use by administrative-level managers in making decisions.

Complexity: Requires a combination of job functions to establish facts, to draw daily operational conclusions, or to solve practical problems. This level also requires providing a variety of alternative solutions where only limited standardization exists.

Independent Action: Requires a range of choice in applying a number of technical or administrative policies under general direction and making routine decisions or in recommending modifications in work procedures for approval by supervisor.

MINIMUM QUALIFICATIONS:

Education: Bachelor's degree from a recognized college or university. Each additional year of approved formal education may be substituted for one year of required work experience.

Experience: Two years' experience in public employment service, personnel management or related experience, OR two years' experience in an investigative field associated with an insurance claims office, law office or related field work, one year of which must have been with the New Hampshire Employment Security at or above the level of Interviewer Trainee. Each additional year of approved work experience may be substituted for one year of required formal education.

License/Certification: Possession of a valid New Hampshire driver's license and/or access to transportation for statewide travel.

RECOMMENDED WORK TRAITS: Knowledge of interviewing techniques and methods. Knowledge of labor and industrial conditions within the state, or occupational trends, job requirements and of methods and sources of securing information regarding job. Knowledge of the use and interpretation of labor market and related information. Knowledge of unemployment compensation laws, the Social Security Act, workers' compensation, wage and hour laws and policies and programs affecting employment. Knowledge of unemployment compensation benefit payment procedures, rules and regulations. Knowledge of supportive services and agencies in the local office area. Ability to make decisions based upon factual information. Ability to communicate effectively with professional, para-professional, clerical and other workers. Ability to exercise judgment. Ability to establish and maintain effective working relationships with employees, employers and the general public. Must be willing to maintain appearance appropriate to assigned duties and responsibilities as determined by the agency appointing authority.

DISCLAIMER STATEMENT: This class specification is descriptive of general duties and is not intended to list every specific function of this class title.