

CLASSIFICATION: CERTIFYING OFFICER IV

Class Code: 1642-22

Date Established: 05-15-07

Occupational Code: 7-7-3

Date of Last Revision: 7-17-15

Exempt Status: Non- Exempt

BASIC PURPOSE: Provides expertise, assessment, and training to Benefit Adjudication Unit staff to ensure compliance with applicable Unemployment Insurance Program laws and rules to assist the Benefit Adjudication Unit Supervisor in the management of the unit.

CHARACTERISTIC DUTIES AND RESPONSIBILITIES:

- Provides technical expertise to adjudication staff concerning complex claims for unemployment compensation.
 - Mentors adjudication staff in one or more Benefit Adjudication Units to ensure consistency in knowledge and services to the public, and develops and provides classroom training as necessary to provide a working knowledge of the employment compensation program.
 - Interprets state and federal laws, rules, policies and guidelines governing the administration of the unemployment compensation program to ensure conformity with current regulations in determining eligibility for benefits.
 - Analyzes and evaluates adjudicator workflow methods and participates in quality and integrity reviews to identify and address areas of deficiency and to ensure efficient and timely processing of claims.
 - Provides periodic updates to the Benefit Adjudication Unit Supervisor concerning staff performance and progress, and assists the Supervisor with training plans and performance evaluations.
 - Communicates the requirements and procedures of the unemployment compensation program to claimants, employers, and the general public to increase awareness and provide guidance.
 - Assigns cases pending adjudication to staff and monitors case progress as necessary.
 - Performs all functions relating to claims adjudication and processing as necessary.
 - Travels to other Benefit Adjudication Units to provide on-site support as required.
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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 achieving direct service objectives by assessing agency service needs and making preliminary recommendations for the development of alternative short-term program policies or procedures. Errors at this level result in incomplete assessments or misleading recommendations causing a disruption of agency programs or policies.

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.

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 reviewing summaries and reports and making decisions to solve problems or to achieve work objectives as well as articulating and expressing those solutions and goals. This level also requires formal presentations of solutions and goals to employees and the general public to increase the responsiveness of the agency toward the demands of its client system.

Complexity: Requires coordinating a combination of diverse job functions in order to integrate professional and technical agency goals. This level also requires considerable judgment to implement a sequence of operations or actions.

Independent Action: Requires objective assessment in analyzing and developing new work methods and procedures subject to periodic review and in making decisions according to established technical, professional or administrative standards.

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: Four years of experience in one or more of the following areas: law enforcement, investigation, auditing, business/project management, an analytical field (to include computer programming), human services direct service delivery (to include teaching/instructing experience) or supervisory experience (defined as those individuals with responsibilities in the areas of hiring, firing, and fact finding relative to personnel issues) **OR** four years of experience within the Department of Employment Security at or above the level of Certifying Officer I or Interviewer Trainee. Each additional year of approved work experience may be substituted for one year of required formal education.

License/Certification: Valid driver's license required.

RECOMMENDED WORK TRAITS: Knowledge of unemployment compensation laws of New Hampshire and familiarity with laws of other states. Knowledge of unemployment compensation benefit payment procedures, policies, rules and regulations. Familiarity with the principles of legislation, such as the Social Security Act, Workers' Compensation, wage and hour laws, and policies and programs affecting unemployment. Ability to communicate tactfully and effectively both orally and in writing. Ability to understand and interpret the functional interrelationship of policy, regulations and procedures and to evaluate the impact on programs, service delivery, clients and staff. Ability to think objectively and make decisions based on factual information. Ability to work independently. Ability to communicate effectively and establish and maintain effective relationships with co-workers, employees, employers, government or community organizations, and the general public. Ability to use Unemployment Insurance computer applications and a variety of electronic and telecommunications equipment, including personal computers and the Internet. 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.