

CLASSIFICATION: CERTIFYING OFFICER II

Class Code: 1640-18

Date Established: 04-11-00

Occupational Code: 7-7-3

Date of Last Revision: 7-17-15

Exempt Status: Non- Exempt

BASIC PURPOSE: Performs all functions relative to the review and gathering of facts, and adjudication of issues on basic to advanced claims for unemployment compensation in order to determine whether to authorize or deny benefits.

CHARACTERISTIC DUTIES AND RESPONSIBILITIES:

- Performs all functions relative to the taking of Intrastate initial claims under the Regular Unemployment Insurance Program, the Unemployment Compensation Program for Ex-Service Members (UCX) and the Unemployment Compensation Program for Federal Employees (UCFE).
- Writes and issues determinations on initial and continued claims involving separation and/or non-separation issues in order to authorize or deny payment of unemployment compensation benefits.
- Conducts fact finding with claimants and employers on issues of eligibility to obtain information needed to make correct decisions.
- Identifies existence of eligibility issues on unemployment claims to prevent improper payments.
- Mentors Certifying Officer I and Certifying Officer I Trainees to reinforce knowledge and understanding of claims taking and adjudication processes.
- Communicates the requirements and procedures of the unemployment compensation program to claimants and employers to increase awareness and provide guidance.
- Operates desktop computer in order to input and retrieve information on the Remote Initial Claims System, and the New Hampshire Unemployment System.
- Interprets determinations for claimants and employers to explain the determination's effect on either party and provide appeal rights.
- Determines through review of claimant work history and wage records the correct assignment of benefit charges.
- Determines claimant's attachment to the labor market to provide appropriate work registration instructions and inform the claimant about available reemployment services.

DISTINGUISHING FACTORS:

Skill: Requires skill in recommending routine changes in standardized operating procedures OR in retrieving, compiling, and reporting data according to established procedures OR in operating complex machines.

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 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 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** two 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: None required.

RECOMMENDED WORK TRAITS: Knowledge of the unemployment compensation laws of New Hampshire and familiarity with laws of other states. Knowledge of unemployment compensation benefit payment procedures, rules and regulations. Knowledge of labor and industrial conditions within the state, or occupational trends, job requirements and methods and sources of securing information regarding jobs and their requirements. Knowledge of the use and interpretation of labor market information. Familiarity with principles of legislation, such as the Social Security Act, Workers' Compensation, wage and hour laws and policies and programs affecting employment. Ability to think objectively and make decisions based upon factual information. Ability to summarize verbal and written information on which unemployment benefits may be based. Ability to exercise judgment and to discuss problems rationally during a possible adversarial contact. Ability to communicate effectively. Ability to establish and maintain effective relationships with employees, employers, government or community organizations, and the general public. Ability to use a variety of electronic and telecommunications equipment. Proficiency in data entry. 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.