

CLASSIFICATION: INTERVIEWER I

Class Code: 5311-16

Date Established: 07-01-50

Occupational Code: 7-7-1

Date of Last Revision: 7-17-15

Exempt Status: Non- Exempt

BASIC PURPOSE: To interview, register, and place applicants into suitable employment, prepare statistical reports, and take claims for unemployment insurance benefits. To interview employers and interested parties regarding unemployment compensation accounts.

CHARACTERISTIC DUTIES AND RESPONSIBILITIES:

- Interviews and records information from applicants seeking employment or from employers seeking information about unemployment account charges.
- Reviews applicant's work history and classifies this information through the use of the Dictionary of Occupational Titles.
- Monitors wages and special program wage assignments to assist with unemployment benefit payments.
- Advises applicants of employment possibilities and refers selected applicants to job openings on the basis of their qualifications and job requirements.
- Writes and issues determination on initial and continued claims involving non-separation issues in order to authorize or deny payment of unemployment compensation benefits as required.
- Verifies placements or employment dates with claimants and employers, obtains current labor market information, or gathers information from employers concerning unemployment compensation charges.
- Conducts follow-up interviews with Unemployment Compensation applicants to determine adequacy of recorded history and establish priorities for job referrals.
- Maintains records and files on employer accounts and claims, and refers disputed claims to a Certifying Officer or appropriate personnel for investigation.
- Visits employers to explain the services of the New Hampshire Employment Security and to obtain general and specific personnel needs of employers.

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 knowledge of business practices and procedures or technical training in a craft or trade, including working from detailed instructions, to apply knowledge in a variety of practical situations.

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.

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 explaining facts, interpreting situations, or advising individuals of alternative or appropriate courses of action. This level also requires interviewing or eliciting information from state employees or members of the general public.

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: Six months to one year of experience as an Interviewer Trainee, meeting criteria as outlined in the Interviewer Trainee State Class Specification, **OR** one year in an investigative field associated with an insurance claims office, law office, job placement specialist or related field work. 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 have access to transportation for statewide travel.

SPECIAL REQUIREMENTS:

1. For Local Office: In accordance with Local Office location needs, Interviewer I may also be required to speak and write fluent Spanish and English.

DISABLED VETERANS' OUTREACH PROGRAM – ADDITIONAL SPECIAL REQUIREMENTS:

Each Disabled Veterans' Outreach Program Interviewer I shall be a veteran with preference in such appointments given first to qualified service-connected disabled veterans; then, if no such disabled veteran is available, to qualified eligible veterans; and if no such eligible veteran is available, then to qualified eligible persons as defined by Title 38, USC Chap. 41, Section 4101 (5).

The Disabled Veterans' Outreach Program Interviewer I will only perform the duties as prescribed by Title 38, USC, Chap. 41, Section 4103A, and the most recent program guidance issued by USDOL VETS.

LOCAL VETERANS' EMPLOYMENT REPRESENTATIVE PROGRAM – ADDITIONAL SPECIAL REQUIREMENTS:

Each Local Veterans' Employment Representative Interviewer I shall be a veteran with preference in such appointments given first to qualified service-connected disabled veterans; then, if no such disabled veteran is available, to qualified eligible veterans; and if no such eligible veteran is available, then to qualified eligible persons as defined by Title 38, USC Chap. 41, Section 4101 (5).

The Local Veterans' Employment Representative Interviewer I will only perform the duties as prescribed by Title 38, USC Chap. 41, Section 4104, and the most recent program guidance issued by USDOL VETS.

RECOMMENDED WORK TRAITS: Knowledge of interviewing techniques and methods. Knowledge of employment conditions such as physical or mental requirements for various jobs and occupations. Knowledge of supportive services and agencies in the local office area. Ability to summarize verbal and written information and to prepare statistical reports. Ability to explain procedures. Ability to associate with people who have a variety of backgrounds. Ability to think objectively to evaluate and match applicant's employment experience with employer job orders. Ability to communicate effectively with professional, paraprofessional, 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.