

CLASSIFICATION: INTERVIEWER TRAINEE

Class Code: 5312-14

Date Established: 06-01-52

Occupational Code: 7-7-1

Date of Last Revision: 7-17-15

Exempt Status: Non- Exempt

BASIC PURPOSE: In a trainee capacity, to interview, register and place applicants into suitable employment, enter service data for reports, and take claims for unemployment insurance benefits. To interview employers and interested parties regarding unemployment compensation accounts.

CHARACTERISTIC DUTIES AND RESPONSIBILITIES:

- Interviews, gathers, 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 Skills assessment Tools.
- 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 determinations on initial and continued claims involving non-separation issues in order to authorize or deny payment of unemployment compensation benefits as required.
- Checks with applicants and employers to verify placements or employment dates, obtains current labor market information, job openings, or gathers information from employers concerning unemployment compensation charges.
- Conducts follow-up interviews with Unemployment Compensation applicants to establish priorities for job referrals and to determine adequacy of recorded history.
- 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 Department of Employment Security and to obtain general and specific personnel needs of employers.

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 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 partial supervision of other employees doing work which is related or similar to the supervisor, including assigning job duties, providing training, giving instructions and checking work.

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.

Experience: No experience required. Each year of approved work experience, as defined in this section, may be substituted for one year of required formal education. Applicants who are substituting experience for the Bachelor's degree may use positions such as Clerk Interviewer, Case Technician, Case Aide, Tax Forms Examiner, Executive Secretary or other responsibilities at the level of the positions mentioned. For positions outside of state government, acceptable experience will be in jobs such as Personnel Assistant, Claims Examiner or Auditor, Bank Teller, Administrative Assistant, Teacher Assistant, Assistant Store Manager or in a related type position at the same or higher responsibility level.

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

SPECIAL REQUIREMENTS:

1. The probationary period for Interviewer Trainee will continue until the incumbent meets the following criteria:
 - (a) Certification by Manager after at least six months of employment that employee meets expectation of job accountabilities and/or has received cross training, **OR**
 - (b) Possession of the equivalent of a Bachelor's degree and one year of related work experience.

Upon successful completion of above criteria, the Interviewer Trainee may be eligible for promotion to Interviewer I, LG 16.

2. For Local Office: In accordance with Local Office location needs, Interviewer Trainee 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 Trainee 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 Trainee 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 Trainee, 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 Trainee 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 social service agencies and the functions performed in these agencies. Ability to learn agency methods and procedures and to work without direct supervision. Ability to discuss labor market conditions and the procedure used to file unemployment claims with applicants. Ability to summarize verbal and written information on which unemployment benefits may be based. Ability to enter data electronically. Ability to understand problems of specialized applicants/claimant groups. Ability to communicate effectively with professional, paraprofessional, clerical and other workers as well as with the public. Ability to exercise judgment and to discuss problems rationally during a possible

adversarial contact. Ability to evaluate and match applicant's employment experience with employer job orders. Ability to establish and maintain effective 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.