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UNEMPLOYMENT INSURANCE ASSISTANT SERIES

Series Definition:

The purpose of the Unemployment Insurance program is to provide temporary financial assistance to qualified workers who are unemployed through no fault of their own and meet the legal requirements. Unemployment claims benefits are paid based on legal entitlement, not need. Therefore, past employment record and not financial circumstance determines eligibility. There are a variety of different Federal and State programs under which a claimant may receive benefits. The proper program(s) and correct monetary benefit must be determined for each claimant.

This series includes all positions which involve the supervision or performance of work requiring a practical knowledge of Unemployment Insurance programs and pertinent laws, rules, regulations and procedures and the ability to apply standard methods and procedures to accomplish the work process.

Unemployment Insurance Assistants provide supportive services to professional Unemployment Insurance Specialists or Tax Auditors responsible for carrying out the claims, tax processing, audit and collection functions. These services involve the initial examination of claims, the recognition of possible disqualifying issues and referral of cases for adjudication and office collection of delinquent taxes and overpayments of benefits.

The work involves providing Unemployment Insurance program information; fact finding, which includes a review of the claimant's application and supporting documents and obtaining information through interviews and contacts with employers; establishing program categorical eligibility through the application of pertinent laws, rules, regulations, policies and procedures; authorizing monetary benefit payments; documenting facts and pertinent regulations/policies relating to eligibility determinations; and collecting money from employers in the form of taxes and from claimants for overpayments of benefits. The work also includes preparing various reports, attending hearings and other related duties and responsibilities.

The Unemployment Insurance program is divided into functional areas - e.g., claims processing, monetary determination, tax processing, automated data processing services, employer records and collections (special activities). Unemployment Insurance Assistants normally specialize in one of these functional areas.

Unemployment Insurance Assistants require significant skill in their many and varied public contacts. The most significant are the daily contacts with claimants who generally are upset at being unemployed and/or may not be informed, articulate or equipped to deal with the technicalities of eligibility requirements. Unemployment Insurance Assistants must explain eligibility criteria, obtain pertinent information including deciding and then explaining to clients what is acceptable verification of information and explaining and assuring that claimants understand their rights and responsibilities. The worker also assists claimants in their decision-making process by presenting the facts and viable alternatives and the advantages and disadvantages of such alternatives.

There is also much contact with employers in registering new employers; explaining their rights and responsibilities and in obtaining and providing pertinent information. Additional contacts are established with individuals and representatives of various governmental agencies in order to obtain and provide pertinent information.

Unemployment Insurance Assistants are guided by Federal and State laws, regulations, policies and procedures, but must exercise judgment and discretion in understanding the intent of the policies; in applying criteria on which types of evidence serve as sufficient verification and in identifying those issues relevant to the claimant's situation, claimant's benefit claims eligibility or ineligibility and employer's reporting and contribution requirements.

Levels of distinctions within the series are based primarily on the following classification factors:

1. Nature and Complexity of Work
 2. Nature of Supervision Received
 3. Nature of Person-to-Person Contacts
 4. Nature and Extent of Supervision Exercised
 5. Knowledge and Abilities Required
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Examples of Duties:

Receives classroom and on-the-job training in one or more of the functional areas of the Unemployment Insurance program, initially performing work assignments under close and detailed supervision and then progressing to more general supervision.

1. Services claimants at reception points; obtains work history information from claimant to determine specific program under which claims should be filed; issues appropriate application forms; answers questions on completing forms, filing appeals, etc.; receives and reviews initial claim documents for accuracy and completeness; verifies information on form with computer file information; schedules claimants for and conducts eligibility and benefit rights interview classes; and refers claimants with issues to Unemployment Insurance Specialist.
2. Processes initial claims applications which involve clear-cut and readily available information; identifies and processes claims under the correct State or Federal program; assigns employer account numbers; checks computer terminals for information of additional base period employers; and batches documents for submittal to automated data processing sub-unit for initial data entry into computer.
3. Reads and interprets departmental forms, computer printouts and other documents; batches various types of forms; prepares work request forms for computer input; validates computer printout results; updates logs of work performed; and keeps statistical data for compilation of monthly production reports.
4. Receives reports of tax contributions collected and tax collection activities; updates accounts receivable and payable records; processes cash refunds to employees and disposition of delinquent notices and listings; and inputs and validates computer printed reports.
5. Registers new employers; provides over the counter assistance to employers; updates the division's employer identification files; processes Employment Status Reports filed by employers and inputs and validates computer printed reports.

Knowledge and Abilities Required:

Knowledge of: Basic principles of oral and written communication; general office clerical practices and procedures.

Ability to: Learn the philosophy, objectives, provisions, procedures, methods and techniques of the Unemployment Insurance laws and programs; communicate effectively with people of various social/economic/cultural backgrounds orally and in writing; elicit pertinent information from others; gather, review and evaluate facts; read, comprehend, interpret and apply rules, regulations, policies and procedures; exercise judgment and make logical and objective decisions; perform general office clerical tasks; operate standard office machines and equipment.

UNEMPLOYMENT INSURANCE ASSISTANT IV
(UNEMPLOYMENT INS ASST IV)

3.803

Duties Summary:

Independently performs the less complex work assignments in one or more of the functional areas of the Unemployment Insurance program; receives training in the more complex work assignments; and performs other related duties as assigned.

Distinguishing Characteristics:

This class reflects the sub-journey-worker level of this series with responsibility for independently performing the less complex work assignments in one or more functional area of the Unemployment Insurance program. This less complex work includes initial claims processing, informational services to employees, tax collection processing, monetary determinations on claims applications which involve clear-cut and readily available information, and data entry submission preparation. In addition, a position in this class receives on-the-job training in the most complex work activities of the functional area(s) as part of the developmental process. The most complex work activities include continued claims and payment processing, eligibility review interviews including employment search counseling, monetary determinations of claims applications involving a variety of program requirements, acquiring wage and benefit entitlements from other states and recomputing entitlements, reviewing and processing overpayments and hire crossmatch reports, reviewing and processing joint account and predecessor/successor transfer applications, balancing and maintaining Unemployment Trust Fund and computing joint account applications.

The routine, less complex work assignments are performed under the general supervision of a higher level Unemployment Insurance Assistant. The most complex work assignments are performed initially under close and detailed supervision and as an understanding of these functions is acquired the supervision is relaxed to a general nature. Advice and assistance are available from the supervisor on technicalities or problems encountered during the work process and technical guidance is available to insure proper work performance on new assignments. Work is reviewed for accuracy, compliance with established procedures and timely accomplishments.

Examples of Duties:

Independently performs the less complex work assignments and receives on-the-job training in the most complex work activities in one or more of the functional areas of the Unemployment Insurance program:

1. Receives and processes initial claims benefit application forms; reviews forms for completeness and questions claimants for additional information; conducts benefits rights interviews; receives training in the processing of continued claims including the verification of employment search and in conducting eligibility review interviews and employment search counseling; and provides telephone informational service on non-receipt of benefits.
2. Determines monetary entitlements of initial claims applications which involve clear-cut and readily available information; receives training in reviewing and determining monetary entitlements of the full range of initial claims applications for all State and Federal programs including combined wages, ex-service personnel, former Federal employees, etc.; verifies wage information with employment records; contacts employers for incomplete/inconsistent wage information; and computes or revises monetary determinations, if erroneous, required because of appeal decision, etc.
3. Reads and interprets departmental forms, computer printouts and other documents; batches various types of forms; prepares work request forms for computer input; and receives training in screening hire crossmatch reports to identify improper payments, reviewing notices of overpayments and other documents and adjusting appropriate files and in conducting Federal wage and

separation report verification audits to uncover errors and discrepancies.

4. Performs tax collection work; processes approved cash refunds; receives and validates tax contributions; processes delinquent accounts and notices; and receives training in balancing and maintaining the Unemployment Trust Fund, consolidating taxable wage and contribution data and computing joint account applications.
5. Provides informational services to employers regarding reporting requirements and interpretations of pertinent laws; assists employers in registering; determines employers' liability; assigns tax rates to employers; updates hire and wage separation data; and receives training in determining if employer is excluded from unemployment taxes, advising non-profit employers of tax requirements, reviewing joint account and transfer of predecessor/successor employers' applications and maintains statewide computer file of wage and separation data.

Knowledge and Abilities Required:

In addition to those knowledge and abilities required at the lower level, this class requires basic knowledge of Unemployment Insurance programs and pertinent laws, rules, regulations, guidelines and procedures and interviewing techniques and methods; the ability to understand and explain pertinent provisions and procedures of the Unemployment Insurance programs; and make arithmetic computations.

UNEMPLOYMENT INSURANCE ASSISTANT V
(UNEMPLOYMENT INS ASST V)

3.805

Duties Summary:

Performs the full range of work assignments in one or more of the functional areas of the Unemployment Insurance program; and performs other related duties as assigned.

Distinguishing Characteristics:

This class reflects responsibility for independently performing journey level work, which involves the full range of cases, including the most difficult in one or more of the functional areas of the Unemployment Insurance program; i.e., the

review of initial and continued claims and/or the determination of benefit eligibility, and/or employer tax collection and processing and/or overpayment processing, adjustment and collection. The work involves identifying possible disqualifying cases and referral of cases for adjudication, office collection of delinquent taxes and overpayment of benefits, preparing various reports and attending hearings as a departmental witness. A position in this class may serve as a team leader of a project as assigned.

The supervisor provides instruction/information on new or amended procedures, policies, regulations or legislation. Additional supervisory assistance is provided on unusual or unprecedented claims work problems; on questions where the application of regulations is subject to a wide variety of interpretations; and in situations where regulations or legislation appear to be in conflict. Supervisory review is conducted only on recommendations of adverse actions.

There is extensive contact with the claimants and/or employers by telephone and in person to extract pertinent information and provide requested information. Other contacts with representatives of other governmental agencies may be required. Considerable skill is required to maintain effective relationship with others.

Examples of Duties:

Independently performs the full range of work assignments in one or more functional areas of the Unemployment Insurance program:

1. Receives, reviews and processes initial claim applications; interviews claimants at reception point; receives and reviews weekly claim certification cards; identifies potential issues and forwards to claims examiners for investigation; conducts group and individual interviews regarding claimant's rights and responsibilities; authorizes benefit payment when eligibility conditions are met; provides information service in person or on the telephone; provides counseling and assistance to claimants in employment search; reviews trainee allowance claims during an active training allowance program and certifies pay orders and provides information on training programs.
2. In the statewide claims unit, reviews and processes initial claims applications for monetary eligibility for all State and Federal programs; determines if claim is

valid to receive unemployment insurance benefits by verifying wage information with employment records; verifies the proper State and/or Federal program or combination of programs for monetary eligibility; makes monetary determination; obtains unavailable wage information by contacting employers; if unable to contact employer, contacts claims processing office to obtain affidavit and proof of wages from claimant; revises monetary determinations; determines if employer is liable for benefit overpayment; and reviews invalid monetary determinations for correctness and accuracy of data.

3. In the statewide overpayment unit, reviews benefit overpayments; makes computer adjustments to benefit payment computer records resulting from error payments, returned or lost checks, credits or debits to employer accounts, forgeries, etc.; conducts verification audits of Federal claims and reviews the hire crossmatch reports for improper benefit payments for the State; and maintains strict controls in generating timely computer listings of benefit claim payments and adjustments.
4. In the statewide tax processing unit, balances and controls input and output of tax and employer account data to computer center; validates balancing of reported wages and collected monies; issues billings to non-profit, self-financing employers and State and City governments for reimbursements of benefit payments; performs manual experience rate recomputations; maintains control records; prepares production reports; and assists employers and provides information on unemployment laws relating to coverage, tax rates, contribution and penalty interest.
5. Furnishes over-the-counter, telephone and written informational service and explains the Unemployment Insurance law requirements to employers; assists employers in completing forms and documents; determines if employer is required to pay unemployment insurance taxes or exempt from payment; assigns tax rates; transfers experience records of successor and predecessor employers; updates computer files with accurate hire and wage and separation data used in determining claimant's benefit entitlements; recommends penalty waivers; and prepares production reports.
6. Processes overpayment documents and initiates action to recover debts; answers in-person and telephone inquiries

regarding overpayment determinations; maintains control records; prepares production reports; reviews outstanding overpayments and recommends legal action to pursue recovery; reviews appeal referee's decisions on overpayments and adjusts to amend or cancel overpayment based on determination; and updates claimant's benefit computer file when outstanding debt is cleared.

Knowledge and Abilities Required:

In addition to those knowledge and abilities required at the lower level, this class requires extensive knowledge of all State and Federal Unemployment Insurance programs, laws, rules, regulations, guidelines and procedures in determining claimant's benefit and monetary eligibility, employer tax collection and processing, providing information services on requirements to employees and overpayment processing, adjustment and collection; and the ability to exercise a high degree of skill in interviewing and communicating effectively with people of varied social, economic and cultural backgrounds who may be in financial distress and to read, comprehend, interpret and apply a wide variety of rules, regulations, policies and procedures in performing work assignments.

UNEMPLOYMENT INSURANCE ASSISTANT VI
(UNEMPLOYMENT INS ASST VI)

3.807

Duties Summary:

Supervises a group of lower-level Unemployment Insurance Assistants and others and participates in performing journey level work in one or more functional areas of the Unemployment Insurance program; and performs other related duties as assigned.

Distinguishing Characteristics:

This class reflects the working supervisor of a unit with responsibility for supervising a sizable staff of lower level Unemployment Insurance Assistants and others engaged in performing work assignments in one or more functional areas of the Unemployment Insurance program which provides support and assistance to professional subject-matter specialists involved in these functions. As a working supervisor, a position in this class plans, assigns, reviews and supervises the operations and activities of the unit and staff. The work involves planning, assigning and evaluating work performed by staff, training staff and providing guidance and assistance to staff in handling

difficult problems and obtaining/providing clarification of policy. In addition, this class performs journey level Unemployment Insurance Assistant work as needed.

The work is performed under general supervision of a higher level Unemployment Insurance Assistant. The supervisor is kept informed of the unit's activities through monthly activity reports, meetings and discussions of problems. A position in this class seeks to resolve problems first before approaching the supervisor. Work results and activities are reviewed for compliance with pertinent laws, regulations, policies and precedents.

A position in this class may delegate to the next lower level Unemployment Insurance Assistants the responsibility for serving as team leaders.

Examples of Duties:

Plans, assigns, reviews, supervises and performs work in an operational unit engaged in one or more functional areas of the Unemployment Insurance program; estimates workload and staffing needs and makes adjustments in personnel and work assignments; reviews the quantity and quality of completed work by checking whether work schedules are being met, whether work is being done within budgetary time and cost allotment and whether completed assignments comply with established Federal and State quality and quantity standards; prepares and/or compiles training guidelines and materials; determines training needs of staff and conducts such training; meets with staff to explain new/amended policies and procedures; provides guidance and assistance to staff in handling difficult problems; attends supervisor's meetings, furnishes progress reports, receives instructions and discusses problem areas; prepares reports and correspondence; evaluates work performance of subordinates; recommends personnel actions concerning promotions, demotions, transfers and disciplinary matters; provides information to claimants, employers and other public and private agencies about the Unemployment Insurance program; and reviews requests for waiver/redetermination or protests to determination, takes corrective action or refers for appeal hearing.

Knowledge and Abilities Required:

In addition to the knowledge and abilities required at the lower level, this class requires thorough and comprehensive knowledge of the procedures, practices and processes relative to performance of sub-professional unemployment insurance work assignments; the ability to learn and apply principles and

practices of supervision; to identify training needs; to plan and implement training activities; to learn to recognize unit needs and problems; to plan, assign and review the work of lower level Unemployment Insurance Assistants and clerical personnel; and to prepare clear and concise reports.

UNEMPLOYMENT INSURANCE ASSISTANT VII
(UNEMPLOYMENT INS ASST VII)

3.809

Duties Summary:

Plans, organizes, directs, supervises and coordinates the activities of an operational unit; and performs other related duties as assigned.

Distinguishing Characteristics:

This class reflects the full-time supervisor of an operational unit responsible for providing services and explaining requirements to employers or for receiving, reviewing and processing initial monetary eligibility claims applications for the various State and Federal Unemployment Insurance programs. The work of a position in this class also involves significant unit management responsibilities to include unit program planning and budgeting.

The work is performed under the general supervision of the section chief who is kept informed of the unit's activities and is consulted when problems cannot be resolved. Work results and activities are reviewed for compliance with laws, regulations, policies and precedents.

A position in this class establishes and maintains personal contact with a wide variety of governmental and private agencies and individuals. Harmonious working relationships within the division and department and with other State departments, Federal agencies, private organizations and agencies, employers and claimants are maintained to provide information.

Examples of Duties:

Plans, organizes, directs, supervises and coordinates the activities of an operational unit; plans the unit's activities, staffing and operations based on section goals, workloads and staffing; conducts continuous reviews of all unit functions to ensure all Federal standards are met, corrects or makes revisions to procedures if deficiencies are found; prepares unit budget

justification and participates in developing section budget; coordinates the unit's activities with the branch offices, other sections within the division, governmental agencies and employers' groups to ensure consistent application of the law and to ensure cooperative working relationship with and provide efficient services to these groups; coordinates statewide certification of the Federal Unemployment Tax payments with Internal Revenue Service Federal Unemployment Tax Act (FUTA) coordinators, prepares validation reports for section chief's approval and works with FUTA representatives to resolve discrepancies; reviews and approves or denies all recommendations made by lower level Unemployment Insurance Assistants of penalty waiver requests and reconsideration requests for lower unemployment tax rates made by employer; reviews protests of penalty assessments, office assessments, denials of cash refunds or charges for additional penalties for accuracy and correctness; advises the parties of their legal rights and appeal procedures; reviews appeal documents for hearings and attends hearings, recommends to section chief on reopening appeal decisions or requests for judicial review; attends meetings, furnishes progress reports, receives instructions and discusses problem areas; evaluates work performance of subordinates and recommends appropriate personnel actions; prepares reports and correspondence; prepares production reports; determines whether work schedules are being met and whether work assignments meet the established Federal desired standards of achievement; holds meetings with supervisors to address and discuss problem areas; participates in developing and revising policy, procedures and operations with other staff members; holds meetings with staff to explain new or amended laws, policies and procedures and provides guidance to staff in handling difficult problems; determines the need for Federal and on-the-job training; plans, organizes and trains subordinate supervisors to train other staff personnel in the changes of laws, rules and operational procedures; helps workers to understand Unemployment Insurance program goals and their role in relation to the overall division objectives; and provides information relating to the unit responsibilities as requested by claimants, employers, private and governmental agencies.

Knowledge and Abilities Required:

In addition to the knowledge and abilities required at the lower level, this class requires knowledge of the principles and practices of supervision; ability to train subordinates in the principles, practices and procedures of the Unemployment Insurance program; to evaluate unit needs, problems, etc., and to make appropriate recommendations; to develop and implement methods and procedures to carry out unit objectives and to

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measure effectiveness and efficiency of unit operations; to learn and implement the policies and procedures relating to budgeting, program planning, and personnel and pertinent and collective bargaining contracts.