

PART I	DEPARTMENT OF PERSONNEL SERVICES	3.812
	STATE OF HAWAII	3.814
.		3.816
		3.818

Class Specifications
for the:

UNEMPLOYMENT INSURANCE SPECIALIST SERIES
(UNEMPLOYMENT INS SPCLT SERIES)

Series Definition:

This series includes all classes of positions the duties of which are to supervise or perform professional work involved in the review, examination, adjudication and investigation of claims for unemployment insurance benefits; the continuation of benefits; the resolution of contested claims and benefit disputes; and the determination of coverage. It also includes program specialist positions, the duties of which are to perform analytical and evaluative work related to the development and/or execution phases of operating programs.

Unemployment compensation is an insurance system which provides protection to workers who normally depend for their livelihood on their earnings. Unemployment compensation benefits are paid to claimants who qualify as insured workers by reason of their past employment in jobs subject to the law of the jurisdiction in which they were employed and when they are involuntarily unemployed and are willing and able to work. The benefits are financed from contributions based on workers' earnings during periods of employment, and in most jurisdictions all contributions are paid by employers.

The adjudication of a claim involves three main considerations: (1) whether the claimant is eligible for benefits, (2) the amount and duration of benefits, and (3) whether the claimant meets the conditions for the continuing receipt of benefits. To be eligible for unemployment benefits, the claimant must be unemployed, willing and able to work, and available for work. In addition, the claimant must also meet qualifying employment and wage requirements as defined by law; i.e., he must have worked at least a specified number of weeks and earned at least a specified amount in covered employment in a base year period.

The amount of benefits payable is determined by the workers' wages during periods of employment in the base period.

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The minimum and/or maximum benefit payment and the maximum duration of benefits potentially payable are defined by law.

Failure to meet the conditions for the receipt of benefits as defined by law results in disqualification. A disqualification may deny benefits to unemployed workers for reasons other than the lack of sufficient wage credits. Benefits may be denied for a specified period or only for the period in which the circumstances remain the same. In some instances, total benefits payable are reduced by the number of weeks during which the claimant is disqualified; other disqualifications merely postpone the receipt of benefits.

Adjudication is the development and evaluation of the facts of the case and pertinent evidence and the determination of benefits payable in accordance with applicable laws rules, regulations, precedents and other criteria. Adjudication of the claim depends upon two kinds of, determination: monetary and non-monetary. Positions in this series are primarily involved with non-monetary determinations which are determinations of eligibility for benefits in accordance with the substantive provisions of law and other criteria, as distinguished from monetary determinations which are determinations of eligibility on the basis of qualifying wages and the arithmetical computation of the amount of benefit payable.

Class levels in this series are distinguished on the basis of the purpose and scope of work, the nature and extent of supervision received; the nature and scope of recommendations, commitments and decisions; personal work contacts; the nature and extent of super vision exercised; and knowledge and abilities required.

This is an amendment to the class specifications for the classes Unemployment Insurance Specialist I, II, III, IV and V approved on March 5, 1969 and the class Unemployment Insurance Specialist VI approved on October 27, 1979 due to incorporation of managerial levels in EMCP in accordance with Act 254, SLH 1980.

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refusal of job offers; reviews records and conducts interviews with claimants by taking into consideration applicable policies, precedents, laws and regulations in order to resolve issues; makes non-monetary determinations to allow or disallow benefits to claimants; refers claimants to the Employment Service for counseling when need for such help is apparent; prepares reports.

Knowledge and Abilities Required:

Knowledge of: Social sciences.

Ability to: Learn and apply the principles, practices and techniques of claims interviewing, examination and adjudication; learn, understand and explain laws, rules and regulations pertaining to the unemployment insurance programs; obtain, analyze and evaluate facts; deal effectively with people.

UNEMPLOYMENT INSURANCE SPECIALIST II
(UNEMPLOYMENT INS SPCLT II)

3.814

Duties Summary:

Performs a variety of assignments ranging from the simple to moderately difficult, relative to the various State and Federal unemployment insurance benefit programs; and performs other related duties as required.

Distinguishing Characteristics:

This class reflects an advanced trainee level through which the trainee advances as part of his progression to full performance as a journeyman worker. An incumbent receives training for all types of issues involved in claims examining work and for conducting investigations on suspected fraud cases resulting from misstatements by claimants.

An incumbent works under the close supervision of a higher level unemployment insurance specialist as he handles the more difficult and complex cases, and under relaxed supervision when

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assignments of a simple nature are given him. Case assignments are varied, and may be more than moderately difficult to complement professional growth.

An incumbent is expected to become familiar with available guidelines; i.e., Hawaii Employment Security Law, Procedures of Operations, Policy Manual, Law Interpretations, Interstate Claims Taking Manual and the Benefit Series.

Examples of Duties:

In addition to the duties described at the next lower level, an incumbent performs the following duties:

Receives claims examining, assignments involving disability and illness, pregnancy provisions, availability for work, job referrals, and separation from work; conducts periodic reinterviews to determine whether claimants meet the conditions for the continuing receipt of benefits; receives formal and on-the-job training on claims examination cases involving receipt of other income and chargeability determination where both claimant and employer are involved in the issues; conducts fact-finding interviews with claimants for unemployment insurance benefits; contacts employers and representatives of various agencies concerning claimants' eligibility or ineligibility for unemployment insurance benefits; secures and reviews documents, correspondence and other records concerning the employment background of claimants; reviews prevailing wage data from various sources which are related to the investigation of claims; assembles all data and studies and evaluates them as to the reasons for the claimants' separation from employment and/or their continued unemployment; makes non-monetary determinations allowing or disallowing benefits; makes chargeability determinations and sends notices to employers to inform them of charges or non-charges on their unemployment insurance accounts; prepares reports; receives formal training in the basic principles of fraud determinations; receives on-the-job training in conducting investigations of claims suspected of fraud due to misstatements by claimants on separation, availability for work, work refusals, and earnings.

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Knowledge and Abilities Required:

Knowledge of: Laws, rules and regulations pertaining to State and Federal unemployment insurance programs; principles, practices and techniques of claims interviewing, examination and adjudication.

Ability to: Apply the principles, practices and techniques of claims interviewing, examination and adjudication to actual work situations; understand and explain laws, rules and regulations; obtain, analyze and evaluate facts; learn to conduct investigations on suspected fraud cases; deal effectively with people; prepare reports.

UNEMPLOYMENT INSURANCE SPECIALIST III
(UNEMPLOYMENT INS SPCLT III)

3.816

Duties Summary:

Performs assignments covering the full range of cases relating to the examination and adjudication of unemployment insurance claims; conducts investigations of fraudulent claims resulting from misstatements by claimants; and performs other related duties as required.

Distinguishing Characteristics:

This class involves responsibility for independently performing assignments covering the full range of cases relative to the examination and adjudication of benefit claims under State and Federal unemployment insurance programs, and for conducting investigations on fraudulent claims resulting from misstatements by claimants.

An incumbent of a position in this class works under the general supervision of a higher level unemployment insurance specialist. Supervision is normally received through a review of records, reports and correspondence; and conferences are held to discuss and receive guidance on the more difficult or problem cases.

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An incumbent has the authority to allow or disallow benefits to claimants by making non-monetary determinations and such determinations become final in the absence of appeals or redetermination requests within the period of time specified by law.

Guides which control or influence performance of the work include the Hawaii Employment Security Law, Procedures of Operations, Policy Manual, Law Interpretations, Interstate Claims Taking Manual and the Benefit Series.

In the development of information, the unemployment insurance specialist must be able to select the best and most reliable sources of evidence in order to resolve non-monetary issues. Since the evidence at this level often contains uncertainties or possible discrepancies, the incumbent must judge what evidence is acceptable and what must be ruled out. Furthermore, he must resolve situations in which irreconcilable allegations are presented by interested parties (e.g., the claimant alleges he was fired and the employer alleges the claimant voluntarily quit).

Examples of Duties:

Reviews records, obtains information from claimants, employers and other interested parties through preliminary questioning to determine whether an issue or issues exist and whether benefit determinations are needed to allow or disallow benefits; identifies issue(s) as to type, such as, availability for work, refusal of job offer, voluntary quit, discharge for misconduct, reporting and registration requirements and receipt of other incomes; conducts investigations by taking into consideration applicable policies, precedents, laws and regulations in order to resolve issues; secures additional information from varied standard and other sources by telephone and correspondence; reviews the facts and information obtained to ascertain whether a determination may be made and/or whether issues may be resolved; prepares determination reports to allow or disallow benefits, and if applicable makes chargeability determinations.

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Conducts investigations on fraudulent claims resulting from misstatements by claimants on separations, availability for work, refusal of suitable work and failure to report earnings; interviews claimants, employers and witnesses, and reviews records and documents; evaluates facts according to the concept of evidence to determine whether claimants have made false statements of a material fact or failed to disclose a material fact knowingly with the intent to obtain benefits; assesses administrative disqualifications or recommends prosecution depending upon the seriousness of the offense; establishes the amount of over payment; prepares written reports of findings; testifies at administrative hearings and legal proceedings.

Reviews initial claims questionnaires to determine claimants' eligibility for work; checks for restrictions on availability for work, refusal of work offer and other issues and makes eligibility determinations when necessary; conducts periodic reinterviews to determine claimants' attachment to the labor force through review of periodic interview questionnaire forms and claim record cards; checks into claimants' effort to seek employment and makes non-monetary determinations of eligibility when necessary; refers claimants to the Employment Service for counseling when need for such help is recognized.

Knowledge and Abilities Required:

Knowledge of: Laws, rules and regulations pertaining to State and Federal unemployment insurance programs; principles, practices and techniques of claims interviewing, examination, adjudication; sources of various kinds of occupations and occupational requirements; local employment practices and working conditions.

Ability to: Apply the principles, practices and techniques of claims interviewing, examination, adjudication and investigation to actual work situations; understand and explain laws, rules and regulations; obtain, analyze and evaluate facts; deal effectively with people; prepare clear and concise reports; establish and maintain effective public relations.

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UNEMPLOYMENT INSURANCE SPECIALIST IV
(UNEMPLOYMENT INS SPCLT IV)

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Duties Summary:

Supervises and participates in unemployment insurance benefit activities of an operational sub-unit; or performs the most difficult and complex unemployment insurance benefit cases as a regular work assignment; or evaluates program operations, and develops and revises procedures of operations.

Distinguishing Characteristics:

Unemployment Insurance Specialist IV positions are typically of three general types:

1. A supervisory position with responsibility for the accomplishment of unemployment insurance benefit activities of an operational sub-unit through lower level unemployment insurance specialists and supportive technical and clerical personnel, and who works under the general supervision of a higher level unemployment insurance specialist. A position of this type supervises and participates in work activities including the receipt, examination, review and adjudication of claims; the payment of benefits and training allowances under State and Federal programs; and the investigation of fraudulent claims resulting from misstatements by claimants and assessing administrative disqualifications or recommending prosecution.

2. A position with primary and predominant responsibility for performing the most difficult and complex unemployment insurance benefit assignments, involving investigating and resolving disputed claims, making field investigations of benefit overpayments, making work stoppage determinations for payment of benefits, conducting field liaison contacts with Federal agencies and military installations, and conducting investigations on disputed liability and determining coverage.

An incumbent works under the general supervision of a higher level unemployment insurance specialist. He has the responsibility for informing the supervisor of unusual

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activities, and is expected to consult with him as the need arises.

3. A program specialist position with responsibility for evaluating program operations for conformance with established guidelines; developing or revising policies, procedures and techniques; and providing technical advice and assistance to line supervisors.

An incumbent works under the general supervision of a higher level specialist, and assignments are carried out independently, but are subject to review for technical adequacy, accomplishment of objectives and soundness of recommendations reached.

Examples of Duties:

1. Plans, assigns, coordinates and reviews the work of lower level unemployment insurance specialists, and supportive technical and clerical personnel of an operational sub-unit in accordance with agency policies, procedures and standards; participates in unemployment insurance work activities as described in the next lower level; determines work priorities and deadlines, and makes work assignment to subordinates; provides guidance and assistance to subordinates in handling the difficult or complex cases; reviews the quality and quantity of work production; determines the need for and provides on-the-job and classroom training to subordinates; meets with staff members individually or in groups; attends meetings of supervisors to present progress of sub-unit's activities, to receive information and to discuss problems; interprets and explains policies, procedures and standards; prepares operational reports and correspondence; evaluates the work performance of subordinates and approves leaves; assists in budget preparation.

2. Conducts administrative reviews on disputed claims or on appeals from claimants and employers; reviews and evaluates original determinations to substantiate proper application of laws, regulations and precedents; approves referrals to Appeals Referees for hearings or conducts further investigations to modify, amend or redetermine the original determinations; testifies at appeal hearings; conducts field investigations on

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improperly paid claims and on suspected cases of fraud, collusion and conspiracy between, employer and employee; secures essential facts on cases through surveillance, interrogation of claimants, interviews with employers and witnesses, and review of records and documents; verifies the accuracy of facts, evaluate facts according to standard concepts of evidence and determines whether claimants made false statements of material facts or failed to disclose material facts knowingly with the intent to obtain benefits; assesses administrative disqualifications to claimants or recommends prosecution; establishes the amount of overpayments and prepares reports of findings in order that collection efforts of overpayment may be initiated; conducts fact-findings on all labor dispute benefit claims through interviews with claimants, employers, union representatives and review and inspection of employer records; determines whether or not a labor dispute exists at the factory, establishment or other premises; reviews and evaluates production, revenue, hours worked and other essential records to determine whether a substantial work stoppage resulted from the dispute; interviews claimants to determine whether they are directly interested in the dispute, whether they are participating in the dispute, and whether they belong in the same grade or class of workers who are directly interested or participating in the dispute; refers to policies and precedents and recommends determinations to allow or disallow benefits; prepares detailed reports of findings; conducts investigations on disputed liability and determines coverages; establishes and maintains good relationships and cooperative agreements with Federal agencies and military installations, and makes field visits to explain the policies, procedures and requirements of the unemployment insurance program; participates in retirement briefings of armed forces personnel on the Unemployment Compensation for Ex-Servicemen Program; coordinates payment activities for the Manpower Development and Training Act with the Department of Education and the Employment Service Division to facilitate prompt payment of allowances.

3. Conducts evaluations of program operations for conformance to established guidelines; prepares reports of findings and makes recommendations for changes to existing guidelines; provides technical advice and assistance to line supervisors in the implementation of new or revised procedures;

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advises and explains program requirements to data processing personnel; conducts continuing reviews of expenditure reports and records, analyzes effectiveness or propriety of spending, and recommends changes to spending plans; assists higher level unemployment insurance specialists.

Knowledge and Abilities Required:

In addition to the knowledge and abilities required at the Unemployment Insurance Specialist III level, this class requires:

Knowledge of: The organization, policies and practices of the unemployment insurance program; sources of information pertaining to unemployment insurance operations and practices.

Ability to: Understand, adapt and apply the various Federal and State requirements to specific needs and demands of the unemployment insurance functions; assess and evaluate program deficiencies and recommend improvements; effectively express ideas orally and in written form; prepare comprehensive written reports; explain and interpret the unemployment insurance program to others; and, for certain positions, learn and apply the principles and practices of supervision.