

ILLINOIS DEPARTMENT OF CENTRAL MANAGEMENT SERVICES
CLASS SPECIFICATION

INTERMITTENT UNEMPLOYMENT INSURANCE TECHNICIAN

POSITION CODE: 21690
Effective: 7-16-82

DISTINGUISHING FEATURES OF WORK:

On an intermittent basis and under immediate supervision, performs technical functions in an unemployment insurance local office such as reception and interview of clients and the authorization for payment of uncontested claims; provides information on agency services to the public; prepares required unemployment insurance forms and maintain files; performs limited amounts of clerical and/or data input work.

ILLUSTRATIVE EXAMPLES OF WORK:

1. Receives and interviews clients in an unemployment insurance local office; assists and instructs clients in completing forms on work history; may review claims filed by mail to obtain necessary information.
2. Explains benefit rights and procedures such as the factors which determine eligibility, the schedule of benefit amounts and the finding wage transcript; instructs clients in requirements for continued benefits such as an active job research, registration with the Illinois State Employment Service, and office reporting dates.
3. Reviews claim forms to determine client eligibility for benefits, and prepares payment authorization; may adjust pay order to reflect earned wages or extended benefits.
4. Refers clients to higher level staff when claimant eligibility is questionable or contested, and when additional information and advice would aid in assuring that full benefits and accorded to clients; schedules appointment with adjudicator and prepares client file for review.

INTERMITTENT UNEMPLOYMENT INSURANCE TECHNICIAN (Continued)

5. Maintains client benefit records; sorts, dates and files pay orders; posts appropriate information such as pending contests and notices of ineligibility to files to assure that accurate information about status of claims is easily retrievable; checks computer printouts, and performs limited amounts of clerical work, including the operation of a computer terminal.
6. Performs other duties as required or assigned which are reasonably within the scope of those enumerated above.

DESIRABLE REQUIREMENTS:

Education and Experience

Requires knowledge, skill and mental development equivalent to completion of four years of high school.

Requires six months of clerical or general office work experience in a public or private agency; or requires six months of work experience as a bureau employee.

Knowledges, Skills and Abilities

Requires working knowledge of business English, arithmetic, and modern office practices and procedures.

Requires working knowledge of state and federal labor and employment laws.

Requires ability to exercise tact and restraint in difficult personal interview situations.

Requires ability to establish and maintain satisfactory working relationships with the public and other employees.

Requires the ability to examine, extract and record pertinent claim information contained in related correspondence.

Requires ability to prepare accurate work reports and records.

In addition to having a written and spoken knowledge of the English language, candidates may be required to speak and write a foreign language at a colloquial skill level in carrying out position duties in conjunction with non-English speaking individuals.