

ILLINOIS DEPARTMENT OF CENTRAL MANAGEMENT SERVICES  
CLASS SPECIFICATION

UNEMPLOYMENT INSURANCE ADJUDICATOR II

POSITION CODE: 47002

Effective: 9-1-83

DISTINGUISHING FEATURES OF WORK:

Under general supervision, interviews clients and reviews client employment records to provide for the disbursement of unemployment insurance benefits to eligible clients; investigates and reviews client's employment history, contacts employer, union officials and other state agencies to assist in determining eligibility and makes determination to authorize or disallow benefits; provides central office staff with information and/or assistance in claims determinations appeals or labor dispute cases.

ILLUSTRATIVE EXAMPLES OF WORK:

1. Reviews special or contested claims to determine client's eligibility for initial and/or continued claims; utilized precedent decisions, appropriate provisions of the Illinois Unemployment Insurance Act, individual case information and information on labor market conditions to assist in making proper determinations.
2. Contacts client's past employer, labor unions, the Illinois State Employment Service, and businesses or agencies with which the client has sought work to obtain and/or verify information provided on client forms; may periodically meet with client during duration of benefit payments to reaffirm or assess clients continued eligibility.
3. Researches case files for precedents, reviews sections of the Illinois Unemployment Insurance Act which may have a bearing on the determination of eligibility, and studies administrative guidelines to be able to provide an accurate and complete basis for decisions made.
4. Meets with clients, employers, labor union officials and representatives of other state agencies to secure information regarding client obligations and eligibility for benefits; periodically meets with client during duration of benefit payments to reaffirm or assess client's continued eligibility.
5. Provides client with explanation regarding final disposition of claim, explains procedures for appeal in cases where decision is unsatisfactory to client or where benefits are terminated; on request, assists client and/or employer in filing appeals.

## UNEMPLOYMENT INSURANCE ADJUDICATOR II (Continued)

6. Prepares findings of fact on eligibility determinations, and prepares authorization for payment of benefits; provides central office with any additional information needed to establish client wage credits.
7. May provide agency adjudication staff with assistance in compiling information and making determination on appealed claims, when requested by central office, to expedite the timely and equitable delivery of decisions on contested benefit cases.
8. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above.

### DESIRABLE REQUIREMENTS:

#### Education and Experience

Requires knowledge, skill and mental development equivalent to the completion of four years of college with major courses in the social sciences or requires four years of experience in investigation and analysis, business labor, or industrial relations or business mathematics with two of the years at the professional level; or requires two years of experience as a Bureau Adjudicator or Intermittent Unemployment Insurance Representative.

#### Knowledges, Skills and Abilities

Requires extensive knowledge of interviewing practices and procedures.

Requires extensive knowledge of client rights and obligations to provide effective benefit service to clients.

Requires extensive knowledge of client rights and obligations to provide for the proper determination and allocation of unemployment insurance funds.

Requires working knowledge of those provisions of the Illinois Unemployment Insurance Act impacting on the area of responsibility.

Requires working knowledge of available information resources both in and outside of the agency.

Requires the ability to effectively communicate with employers and/or clients to provide for the exchange of information necessary to the allocation of employment insurance funds.

Requires the ability to effectively organize and analyze pertinent information to provide for the determination of appropriate claimant benefits.

Requires ability to write clearly and concisely to record benefit determinations.

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.