

ILLINOIS DEPARTMENT OF CENTRAL MANAGEMENT SERVICES
CLASS SPECIFICATION

UNEMPLOYMENT INSURANCE SPECIAL AGENT

POSITION CODE: 47096
Effective: 1-16-02

DISTINGUISHING FEATURES OF WORK:

Under direction, performs specialized investigative and collections work relative to the recovery of monies due Unemployment Insurance from claimants and employers caused by intentional or unintentional overpayments or underpayments; conducts administrative hearings and provides rulings in suspected fraud situations; conducts local office performance reviews to insure compliance to state and federal laws and rules.

ILLUSTRATIVE EXAMPLES OF WORK:

1. Makes field examinations of various unemployment insurance documents for possible fraudulent activity on the part of claimants, agency employees and individuals who may be attempting to collect unemployment insurance benefits for fictitious employees on which contributions have been paid.
2. Conducts field examinations related to fraud and non-fraud collection activities; reviews local office performance in both the claims taking and adjudication phases of their operation for quality and correctness. Conducts new and original fact-finding; makes correct decisions on any new issues which may have been detected during the course of the audit.
3. Initiates civil litigation on benefit overpayments; signs complaints prepared by the Attorney General; presents and coordinates evidence to support civil complaints in accordance with Section 900 of the Unemployment Insurance Act and related Federal legislation. Conducts administrative hearings; receives and marks evidence relative to questions of fraud in conjunction with the payment of benefits to claimants; hears witnesses and drafts hearing decisions.
4. Conducts internal investigations of agency employees suspected of fraudulent activities in connection with benefit payments; collaborates with Illinois State Police personnel in subsequent prosecution activities.
5. Trains other investigative staff; gathers necessary evidence for presentation at fraud hearings. May be required to give testimony in a court of law as provided by State statutes.
6. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above.

UNEMPLOYMENT INSURANCE SPECIAL AGENT (Continued)

DESIRABLE REQUIREMENTS:

Education and Experience

Requires knowledge, skill and mental development equivalent to completion of four years college with major courses in Business Law and Business Administration plus three years of local office professional investigative experience performing major adjudication work involved in the fact-finding process.

Knowledges, Skills and Abilities

Requires thorough knowledge of the functional relationships within the IDES relative to Unemployment Insurance benefit investigations.

Requires thorough knowledge of the Benefit portion of the UI Act, related computer systems and adjudication forms.

Requires thorough knowledge of local office automated systems, programs, practices and policies as they relate to the payment of benefit according to the UI Act.

Requires extensive knowledge of Unemployment Insurance benefit fact-finding and interviewing practices and procedures.

Requires extensive knowledge of investigatory techniques relative to the examination records and the questioning of persons, math concepts, databases and hard copy information sources within IDES.

Requires extensive knowledge of federal and state laws, rules and regulations applicable to the area of benefit fraud as related to provisions of the Unemployment Insurance Act.

Requires the ability to recognize and gather appropriate statements, exhibits and materials acceptable for use in prosecution of cases or disciplinary action.

Requires ability to evaluate evidence collected concerning the existence of fraud on the part of employers, claimants and employees.

Requires ability to prepare case reports for referral to prosecuting agency.

Requires ability to conduct administrative fraud hearings.

Requires ability to testify in court in fraud cases.

Requires the ability to communicate effectively both orally and in writing.

Requires the ability to apply agency laws, policies and procedures to a local office benefits program.

In addition to having knowledge of written and spoken English, 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 clients.