



**DEPARTMENT OF  
LABOR**  
& INDUSTRIAL RELATIONS

**HUMAN RESOURCES**

421 East Dunklin Street, P.O. Box 510

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www.labor.mo.gov

**Claims Specialist I-II**

**DES – BPC – Wage Audit Unit**

**Cole County**

**Starting Salary: \$1,274.00**

**Apply by 12-17-18**

**Job Duties Include:**

- Conducts investigation of possible overpayments initiated by multiple sources, for example, quarterly crossmatch, tips, benefits charges or W4's. Obtain employer payroll data by means of telephone, fax, or written correspondence as necessary.
- Reviews all documentation that has been gathered during the course of an investigation and adjudicates accurate overpayment determinations that are consistent with Division policy and state law
- Provides explanation to claimants of overpayment investigation and the impact of overpayment on future claims for benefits.
- Works consistently and accurately to complete current and backlogged work.
- Seeks to assist team members and accept additional assignments willingly.
- Maintains positive working relationships and conduct duties with courtesy and respect.
- Accepts and implements feedback with a positive attitude and constructively support open communication, dedication, and compassion.
- Maintains regular and reliable attendance.
- Performs other related work as assigned.

**Required Skills:**

- Introductory knowledge of interviewing and investigative techniques and procedures required in the processing of claims for unemployment insurance.
- Introductory knowledge of the principles, objectives, and regulations underlying the unemployment insurance program and of the applicable state and federal laws.
- Introductory knowledge of current office procedures, practices, and equipment.
- Introductory knowledge of computer and related equipment for data input, retrieval, and word processing.
- Ability to obtain and document essential facts clearly and concisely, evaluate information, and make determinations on the basis of established rules and precedents.
- Ability to communicate effectively with agency staff, claimants, employers, and other persons.
- Ability to work rapidly and accurately.
- Ability to establish and maintain effective working relationships with claimants, employers, and coworkers.

**Eligibility:**

(The following minimum qualifications will determine merit system eligibility. Allowable experience and education substitutions are provided in italics below the corresponding minimum qualification statement;

*Missouri Department of Labor and Industrial Relations is an equal opportunity employer/program.*

*TDD/TTY: 800-735-2966 Relay Missouri: 711*

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no other substitutions will be permitted. These minimum qualifications may also be used to evaluate applicants for Missouri Uniform Classification and Pay System positions not requiring selection from merit registers.)

Two or more years of experience as a Claims Examiner or Contributions Examiner with the Missouri Division of Employment Security; and possession of a high school diploma or proof of high school equivalency.

*OR*

A Bachelor's degree from an accredited college or university with a minimum of 15 earned credit hours in one or a combination of the following: social sciences, Education, or Public or Business Administration.

(Technical experience in the fields of social services, social welfare, education, community organization; business, personnel, or public administration involving public contact, or a closely related field; or clerical experience with the Missouri Division of Employment Security at or above the Senior Office Support Assistant level may substitute on a year-for-year basis for deficiencies in the required college education.)

**To Apply:**

Submit a completed application ([http://labor.mo.gov/sites/labor/files/pubs\\_forms/2396-AI.pdf](http://labor.mo.gov/sites/labor/files/pubs_forms/2396-AI.pdf)), cover letter, resume and official transcripts to: [humanresources@labor.mo.gov](mailto:humanresources@labor.mo.gov), fax to 573-751-3668 or mail to: Human Resources, PO Box 510, Jefferson City, MO 65102 by 12-17-18.