



**DEPARTMENT OF
LABOR**
& INDUSTRIAL RELATIONS

HUMAN RESOURCES

421 East Dunklin Street, P.O. Box 510

Jefferson City, MO 65102-0510

Phone: 573-751-3588

Fax: 573-751-3668

www.labor.mo.gov

Claims Specialist I-II

Benefit Charge Unit

Cole County

Starting Salary: \$1,261.00

Apply by January 22, 2019

Summary: The Benefit Charging Unit is responsible for notifying employers of charges assigned to their account resulting from the payment of unemployment benefits. Benefit Charge Claims Specialists ensure charges/protections are properly applied to each employer and communicate regularly with employers to explain the charging process and its application to their accounts. Benefit Charge notices are mailed to employers each calendar quarter and provide the employer protest rights if they feel the charges are in error. These notices generate a large volume of phone calls and correspondence which must be processed by the Benefit Charge Unit team members. This is a Monday – Friday position with work hours from 8AM - 5PM.

Job Duties Include:

- Secures and evaluates information required to process state and federal unemployment insurance benefit charges to employers related to claims, shared work claims, and claims for training, subsistence, and transportation allowances under various employability programs.
- Performs work in the Central Office of the Division of Employment Security, UI Tax section.
- Secures detailed information from Employers regarding Benefit Charges and enters that data into the computer system; determines if the employer should be charged for claimants' wages under the various state and federal unemployment insurance programs.
- Secures, documents, and investigates detailed and sensitive information from employers involved in disputed claims, including such complicated issues as separation from work, availability for work, refusal of work, participation in a labor dispute, and overpayment investigations.
- Secures and documents additional technical information from employers and other interested parties by means of telephone interviews and correspondence to obtain complete facts of the issues involved.
- Evaluates information secured, applies proper section of the law to the facts, and prepares non-monetary determinations for forwarding to all interested parties.
- Reviews and evaluates new information received after a determination has been issued to determine if the proper course of action is to process an appeal or reconsider a determination.
- Corresponds and communicates with claimants, employers, Central Office, and state and federal agencies to correct errors, resolve problems, and facilitate the processing of claims.
- Receives and answers telephone and written inquiries regarding unemployment insurance pertaining to benefit charges.
- Establishes, maintains, and purges files on disputed claims to ensure prompt processing.
- Directs the conversion to electronic documents of all mail and fax correspondence for benefit charge unit.
- Attends various training sessions and meetings to remain aware of program procedures and law changes.
- Studies new and revised agency procedures, rules, laws, regulations, and other program changes contained in operating manuals to maintain currency of knowledge and information.

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

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

MODOL-4530 (11-16) AI
H.R.

- Receives moderate supervision; however, the employee is expected to exercise independent judgment and initiative within the framework of established state and federal laws and agency policies and procedures.
- 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.

Preferred Experience:

- Prior claims experience

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; 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:

To apply, submit a completed application, (https://labor.mo.gov/sites/labor/files/pubs_forms/2396-AI.pdf), cover letter, resume, and transcripts to: humanresources@labor.mo.gov, fax to 573-751-3668 or mail to: Human Resources, PO Box 510, Jefferson City, MO 65102 by January 22, 2019.

*Missouri Department of Labor and Industrial Relations is an equal opportunity employer/program.
TDD/TTY: 800-735-2966 Relay Missouri: 711*

MODOL-4530 (11-16) AI
H.R.