



**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  
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**Claims Specialist I-II**

**Appeals**

**Cole County**

**Starting Salary: \$31,276.00 - \$40,008.00**

**Job Duties Include:**

- Reviews the information provided in appeals of determinations and applies UI insurance laws, policies, and regulations.
- Corrects and updates appeals with problems and returns for processing.
- Processes all types of original appeals to the Appeals Tribunal and LIRC.
- Coordinates workflow with other units within the Appeals Section by ensuring all "Notices of Hearing" and Decisions and Orders issued by the Appeals Tribunal are mailed daily.
- Corresponds and communicates with claimants, employers, and DES personnel to correct errors, resolve problems, and facilitate the processing of appeals.
- Receives and responds to telephone and written inquiries regarding UI appeals.
- Scans or directs the conversion of mail and faxed documents into electronic documents for proper processing of appeals and related matters.
- Attends and participates in formal and informal training sessions and staff meetings.
- Performs other related work as assigned.
- Works independently within the scope of assigned duties.
- 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.
- Seeks to assist team members and accepts additional assignments willingly.
- Maintains regular and reliable attendance.

**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:**

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- 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.)

One 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.)

One or more years of experience as a Claims Specialist I or Contributions Specialist I 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; and,

One or more years of professional experience involving public contact work in the areas of social services; education; community organization; business, personnel, and/or public administration, or a closely related area; and/or in a state or federal unemployment insurance program

(Technical experience involving public contact work in the above specified areas, or a closely related area; and/or senior-level clerical experience with the Missouri Division of Employment Security may substitute on a year for year basis for deficiencies in the stated 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 2-13-19.

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