

UNEMPLOYMENT CLAIMS COORDINATOR

DEFINITION

Manages and coordinates the unemployment insurance benefit claims process and activities.

TYPICAL DUTIES

- Plans, organizes and supervises the day-to-day activities of the Unemployment Insurance Benefit Claims Unit.
- Oversees the processing of unemployment insurance claims, including obtaining, checking, recording, and evaluating information related to an employee's work history.
- Oversees the third-party administrator (TPA) regarding unemployment claims information.
- Identifies unemployment claims made against the District related to, but not limited to, separations, suspensions, discipline and other areas of high priority.
- Reviews notices of unfavorable decisions by the Employment Development Department (EDD) and administrative law judge (ALJ) regarding all unemployment claims and makes recommendations as to whether it would be in the District's best interest to appeal.
- Prepares written arguments and briefs in support of the District's position.
- Coordinates and supports the preparation of witnesses, documentation, and representation needed for unemployment hearings.
- Attends meetings and hearings and represents the District before State ALJs.
- Interfaces with various Human Resource Offices, Personnel Commission, divisions, offices, and school sites to obtain information and documentation related to specific unemployment claims and hearings.
- Prepares notices of non-attendance at hearings and reopening requests.
- Establishes criteria used in the evaluation of claims, and oversees implementation to ensure best practice guidelines are met.
- Compiles and analyzes claims data and makes recommendations for policy, procedural, legal, and rule changes.
- Develops and implements unemployment management training programs.
- Provides technical support for administrators regarding the District's policies, procedures, and programs related to unemployment.
- Reviews statutory and regulatory changes and court decisions in order to make recommendations for appropriate administrative response.
- Maintains a library of reference material.
- Performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS AMONG RELATED CLASSES

An Unemployment Claims Coordinator administers and participates in the processing activities of unemployment claims made against the District and represents the District at hearings.

A Workers' Compensation Claims Processing Supervisor supervises and participates in the claims processing activities of the Workers' Compensation Unit.

SUPERVISION

General direction is received from an administrator. Supervision is exercised over lower-level personnel as assigned.

CLASS QUALIFICATIONS

Knowledge of:

- Principles and practices, legal statutes, civil procedures, administrative regulations, and evaluation techniques relating to unemployment insurance
- Laws and regulations related to the Unemployment Insurance Code
- Rules and regulations of the Unemployment Insurance Appeals Board
- Standard claims evaluation techniques
- California State law regulations and policies pertaining to employees and collective bargaining
- Principles of supervision, training, employee evaluations, and employee relations
- Spreadsheet, work processing, and email computer software programs

Ability to:

- Analyze, interpret, and apply laws, rules, and regulations pertaining to unemployment insurance
- Analyze individual claims and use judgment and tact in recommending or exercising appropriate action
- Research, interpret, and apply specific rules, laws, bargaining agreements and policies
- Establish and maintain appropriate project deadlines and manage multiple projects
- Train and advise on unemployment principles
- Represent the organization in hearings and other meetings
- Effectively present information using attention to detail and accuracy
- Work under pressure and adapt to changes in work situations and priorities
- Write clear, comprehensive, and accurate reports
- Interpret statistics and make accurate arithmetical computations
- Utilize various computer applications such as spreadsheet, work processing, and email computer software programs
- Work effectively with District personnel and the public

ENTRANCE QUALIFICATIONS

Education:

Graduation from a recognized college or university, preferably supplemented by courses in public, business, school administration, law or related field. Completion of 60 semester units or equivalent that includes courses in the above related fields and two additional years of qualifying experience beyond that required may be substituted for the required education, provided that graduation from high school or evidence of equivalent educational proficiency is met.

Experience:

Three years of experience performing duties that required investigating, analyzing and resolving: disciplinary matters and complaints or unemployment claims. Work direction or supervisory experience is preferable.

Special:

A valid California driver license and the availability of private transportation or the ability to utilize an alternative method of transportation.

This class description is not a complete statement of essential functions, responsibilities, or requirements. Entrance requirements are representative of the minimum level of knowledge, skill, and/or abilities. To the extent permitted by law, management retains the discretion to add or change typical duties of a position at any time, as long as such addition or change is reasonably related to existing duties.

New Class
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