

## UNEMPLOYMENT CLAIMS PROCESSOR

### DEFINITION

Participates in the unemployment claims processing activities of the Office of Business Support.

### TYPICAL DUTIES

Receives, processes, and responds to unemployment insurance claims by obtaining, reviewing, recording, and evaluating information related to an employee's work history, current status, and applicable unemployment insurance codes.

Interfaces with various District offices, divisions, and school sites to obtain documentation and information pertaining to such incidences as separations, resignations, and suspensions.

Communicates with Employment Development Department (EDD) adjudicators to provide clarifying or rebuttal information regarding claimants' statements.

Receives and processes Administrative Hearing notifications; maintains the hearing calendar; and assists with the preparation of supporting documents for hearings.

Receives and reviews all notices of determinations by the EDD and gathers applicable documentation and information to assist in determining whether the District will appeal.

Monitors all applicable deadlines to ensure timely responses.

Drafts and maintains records of routine correspondence with the EDD, hearing offices, and District offices.

Retrieves, analyzes, and prepares substitute work availability reports.

Performs related duties as assigned.

### DISTINGUISHING CHARACTERISTICS AMONG RELATED CLASSES

An Unemployment Claims Processor participates in the claims processing activities of the Office of Business Support.

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

An Unemployment Claims Specialist provides guidance in the development of the unemployment management system related to payroll and assignment activities and extracts and analyzes data related to unemployment claims.

### SUPERVISION

General supervision is received from an administrator. No supervision is exercised.

### CLASS QUALIFICATIONS

#### Knowledge of:

Laws, codes, standards, and reporting requirements related to the unemployment insurance benefits program

Standard claims evaluation techniques  
Correct punctuation, spelling, and grammatical usage  
Functions of various District divisions and offices and the positions within the divisions and offices  
Microsoft Office Outlook, Word, and Excel

Ability to:

Analyze, interpret, and apply laws, rules, and regulations pertaining to unemployment insurance  
Establish and maintain appropriate project deadlines and manage multiple projects  
Organize and maintain files and keep accurate records  
Input, edit, extract, and format data and information  
Effectively utilize computer equipment and software in the performance of duties  
Effectively present information using attention to detail and accuracy  
Work under pressure and adapt to changes in work situations and priorities  
Work effectively with District personnel and the public  
Utilize Microsoft operating systems: Outlook, Word, Excel

ENTRANCE QUALIFICATIONS

Education:

Graduation from a recognized college or university. Experience in collecting, analyzing, processing, and/or reporting data related to budgetary, personnel, office management, or California unemployment insurance law, may be substituted for the required education on a year-for-year basis.

Experience:

Six months experience performing duties that required collecting, analyzing, processing, and/or reporting data related to budgetary, personnel, office management, or California unemployment insurance law. Experience in the application of rules and regulations as covered by California unemployment insurance law 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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