



DEPARTMENT OF PERSONNEL
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MEMO PERD #28/10

April 22, 2010

TO: Personnel Commission Members
Department Directors
Division Administrators
Agency Personnel Liaisons
Agency Personnel Representatives
Employee Representatives

FROM: Teresa Thienhaus, Director
Department of Personnel

A handwritten signature in cursive script, reading "Teresa Thienhaus".

SUBJECT: PROPOSED CLASSIFICATION CHANGES

Attached are proposed classification changes for your information pursuant to NRS 284.160, subsections 3 through 5. If you have any comments or objections, please notify Peter Long in the Compensation and Classification Division in writing no later than May 21, 2010.

If no written objections are received in this office by May 21, 2010, action will be taken to effect the changes and a report will be made to the Personnel Commission.

Attachments

NOTICE OF PROPOSED CLASSIFICATION CHANGES

Number: 12-10
Posting Expires: May 21, 2010

Per NRS 284.160, the Personnel Director may make a change in classification without the prior approval of the Commission. The following change(s) are proposed:

CURRENT			PROPOSED		
CODE	TITLE	GRADE/EEO-4	CODE	TITLE	GRADE/EEO-4
12.152	Workforce Services Representative V	34 B	12.152	Workforce Services Representative V	34 B
12.153	Workforce Services Representative IV	32 B	12.153	Workforce Services Representative IV	32 B
12.157	Workforce Services Representative III	30 B	12.157	Workforce Services Representative III	30 B

CURRENT			PROPOSED		
CODE	TITLE	GRADE/EEO-4	CODE	TITLE	GRADE/EEO-4
12.164	Unemployment Ins. Representative V	34 B	12.164	Unemployment Ins. Representative V	34 B
12.165	Unemployment Ins. Representative IV	32 B	12.165	Unemployment Ins. Representative IV	32 B
12.167	Unemployment Ins. Representative III	30 B	12.167	Unemployment Ins. Representative III	30 B

EXPLANATION OF CHANGE

The Employment Security Division of the Department of Employment, Training & Rehabilitation has requested changes to the Informational Notes section of the class specifications for the Workforce Services Representative and Unemployment Insurance Representative series. As the Informational Note is now written, only 30 college credits in social or behavioral science, business administration or related field may be substituted for one year of experience at the III, IV and V levels in the series.

The agency would like to broaden the internal candidate pool by considering candidates with additional college coursework at the IV and V levels. As a result, the Department of Personnel recommends the addition of an Informational Note that allows substitution of 60 college credits for two years of experience at the IV and V levels in each series.

The formal recommendations and specifications are on file with the Director of Personnel. To view a copy in Carson City, go to 209 East Musser Street, Room 101; in Las Vegas, go to 555 East Washington Avenue, Room 1400. For more information call (775) 684-0151.

Objections to the proposed change(s) must be received in writing by May 21, 2010. Objections should be addressed to Peter Long, Division Administrator, Compensation & Classification Division, Department of Personnel, 209 East Musser Street, Room 101, Carson City, Nevada 89701-4204.

POSTING DATE: April 22, 2010



CLASS SPECIFICATION

Table with 4 columns: TITLE, GRADE, EEO-4, CODE. Rows include Workforce Services Representative V (Grade 34), IV (Grade 32), III (Grade 30), II (Grade 28), and I (Grade 26).

SERIES CONCEPT

Workforce Services Representatives provide a broad range of services in accordance with the Workforce Investment Act; assist job seeking customers and business customers seeking qualified applicants; and provide priority employment services to eligible veterans and disabled veterans as defined by the Department of Labor.

Interview customers to elicit information regarding education, training, work experience, and occupational goals or interests; assist customers in registering for services; search current job listings and screen job seeking customers to ensure education and experience meet job order specifications; contact businesses on behalf of job seekers; refer qualified customers to businesses and verify referral results; provide information and referrals to programs available in the community; identify customers who are eligible for assistance offered through the Trade Readjustment Act, Career Enhancement Program, or veterans services; gather required information and make appropriate referrals to community-based services, partner services, or other federal programs.

Assist customers to use the resource center’s automated equipment to search for employment on the Internet, access career/employer statistics and information, utilize the interest and skills assessment and training software, and prepare resumes and cover letters; provide explanations understandable to the customer regarding procedures and resource center usage.

Advise job seeker on results of self-assessment tests and career direction options; suggest training and other resources to assist in career pursuit; edit and proof resumes; identify obstacles to employment and coach job seeking customers regarding the application process, job interviews, and other job search skills.

Conduct individual or group orientation sessions to inform customers of programs and services available; answer inquiries from the public and employers regarding workforce investment services and programs.

Perform related duties as assigned.

CLASS CONCEPTS

Workforce Services Representative V: Incumbents at this level typically supervise Workforce Services Representative II’s, III’s, and IV’s in a large metropolitan office or are responsible for the daily operation of a casual labor employment office in a metropolitan area.

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CLASS CONCEPTS (cont'd)

Workforce Services Representative V (cont'd)

Compile information and submit a variety of reports to management regarding staff, production, or special projects; review periodic reports to track quality assurance, timeliness, and customer service goal achievement for individual employees and the office; participate in the development and implementation of corrective action plans when established goals are not met; review and approve customer classroom and on-the-job training contracts and payment documentation; answer subordinates' questions and resolve problems with staff and customers.

Supervise subordinate paraprofessional and professional staff; participate in hiring interviews; prepare work performance standards for subordinates; prepare and conduct performance evaluations; determine individual training requirements; deliver on-the-job training to address areas of deficiency for individual employees or to introduce new procedures; recommend and prepare documentation for disciplinary action.

Workforce Services Representative IV:

OPTION A - Workforce Investment Services: Positions allocated to this option are distinguished from the lower levels by their significant involvement in outreach efforts to the community and business customers as either a Job Development Specialist or a Employer Relations Consultant. Incumbents spend the majority of the time communicating with business customers to develop jobs or market and provide the services offered through the Employment Security Division (ESD). This level is also distinguished from the lower levels by the independence and judgment required when performing these duties in the community.

Contact or respond to private and public business customers, community organizations and groups to explain the job development program; educate business customers on available employment services and financial incentives and other advantages of using agency services; provide technical information such as competitive wage and labor market information; describe attributes and skills of job seeking customers and coordinate with staff/other agencies to write on-the-job training contracts; promote appropriate programs to qualified employers; maintain files on data collected for future use.

Monitor on-the-job training contracts to ensure compliance by both business and job seeking customers; intervene to resolve problems or issues; review and approve time sheets for payment and investigate discrepancies.

Market and provide the services offered through ESD and local workforce and one-stop offices to promote economic development within the State; visit business customers to provide information on available workforce solutions which include recruitment and referral, education and training, business resource centers, and information services.

Interview business customers to elicit information to determine present or future workforce needs; engage in rapid response activities to address the needs of business and job seeking customers in large layoff situations.

Provide technical expertise and explain guidelines and regulations to employers regarding special programs such as alien certification, immigration, permanent labor certification, and similar programs; coordinate program efforts and activities and ensure compliance with applicable regulations and requirements.

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CLASS CONCEPTS (cont'd)

Workforce Services Representative IV, Option A (cont'd)

Promote workforce investment resources; participate in cooperative agency meetings, attend community sponsored workshops, and maintain liaison with Chamber of Commerce, industrial development agencies, personnel associations and other community organizations; hold meetings and exchange correspondence to coordinate employment service activities with other community agencies; resolve job order verification problems and complaints.

Provide local office staff with information on industry and individual businesses for continuity of the recruitment effort; attend staff meetings and correspond in writing to explain procedures or disseminate information.

Conduct research on labor force availability to encourage business customers to locate in Nevada; select data from existing publications, conduct surveys, and review computer printouts; develop and implement marketing strategies to penetrate the labor market, increase the market share and secure job listings in occupations prevalent in the applicant pool; compose and place newspaper, radio, Web site, and television advertisements and public service announcements; analyze data resulting from employer contacts to write reports; document information to ensure program accountability.

OPTION B –Disability Program Navigator: Positions allocated to this option are distinguished from the lower levels by supervision of Workforce Services Representative III's; significant involvement in outreach efforts to the community and business customers; compilation and submittal of reports for the Disability Program Navigator grant; and ongoing assessments of workforce investment facilities statewide.

Conduct outreach and collaborate with employers, employer organizations, governmental agencies, community service providers, and other private and public entities to promote the hiring of individuals with disabilities and to facilitate job placement; foster linkages between these organizations and programs operating through workforce investment and one-stop offices.

Ensure that workforce investment and one-stop offices, services, programs, and equipment are accessible to individuals with disabilities, including ensuring the availability of publications and materials in alternate formats.

Facilitate the collection of participant data to effectively evaluate the Disability Program Navigator initiative.

Serve as a resource for, and develop/provide training to, the workforce services staff to ensure a comprehensive knowledge of federal, State, local and private programs that impact the ability of individuals with disabilities to enter and remain in the workforce.

Serve as a resource for, and develop/provide training on, pertinent workforce development issues and policies affecting individuals with disabilities seeking employment, skill development, job retention assistance, or career advancement.

Supervise a staff of Workforce Services Representative III's acting as local disability program navigators; participate in hiring interviews; prepare work performance standards for subordinates; prepare and conduct performance evaluations; determine individual training requirements; recommend and prepare documentation for disciplinary actions.

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CLASS CONCEPTS (cont'd)

Workforce Services Representative III:

OPTION A - Workforce Investment Services: Positions allocated to this option either work as program representatives and determine job seekers' eligibility to participate in special programs such as the Career Enhancement Program or Trade Readjustment Act which provide training or specific tools or equipment required for employment in a chosen occupation, **OR** supervise a unit of Workforce Service Representative II's. Positions at this level are distinguished from Workforce Services Representative II's by responsibility for intense client contact, authority to determine eligibility to participate in programs, carrying an ongoing case load of program participants, or supervision of subordinate Workforce Services Representatives II's.

Evaluate resource center test results to assess job seekers' interests, skills, and aptitudes; provide vocational guidance to job seeking customers in making occupational choices, changes, and adjustments; identify potential barriers to employment as well as skills, abilities, attitudes, educational achievements, and limitations on conditions of employment; identify steps leading to achievement of occupational goals; prepare a written contract outlining a mutually agreed upon action plan; process intake forms and make decisions on services to be provided.

Contact businesses on behalf of job seekers to make a referral or promote on-the-job-training opportunities; advise clients regarding appropriate job search behavior; monitor job seeking customer's progress through training to ensure compliance with contract and program provisions; process required documentation to encumber funds for individual contracts and invoices to facilitate payment; provide assistance and encouragement to customers; refer customers to services provided by workforce investment partners and coordinate service delivery with partners; conduct workshops to teach job seeking and job related skills.

Evaluate and process documents prepared by others to ensure program compliance; identify discrepancies, resolve problems and provide guidance to local office staff; authorize and approve documents within assigned parameters; compile and summarize program information related to program budget, clientele and operations for inclusion in management or federal reports; assist program vendors by researching requested information and resolving problems or complaints.

Perform group orientations to inform unemployment insurance benefit claimants of reemployment services available through the workforce investment partners and assist with completion of necessary forms; conduct individual eligibility reviews with unemployment insurance benefit claimants to verify identity, evaluate and develop appropriate work search plans, verify job search efforts, and examine information for potential issues that would affect payment of unemployment benefits; enter required information in the computer.

Supervisory positions train, supervise, and evaluate the performance of assigned staff; assign and review work; recommend and compile documentation for disciplinary action; monitor production to ensure the unit's goals are met and compliance with regulations and policy; resolve complaints and answer inquiries from customers and the public.

OPTION B - Local Veterans Employment Representative: Positions allocated to this option coordinate and maintain the veterans employment services program in a local workforce investment or one-stop office; provide technical advice and instruction to office staff regarding State and federal laws and departmental policies and procedures to ensure the proper delivery of services to veterans; evaluate veterans services provided by the local office and determine if performance goals are met; prepare monthly veterans program production reports and recommend action to improve performance; monitor federal job listings and maintain contact with local federal contractors to ensure compliance with veterans preference requirements; and provide the services described in the Workforce Services option at this level to veterans; incumbents may supervise a Disabled Veterans Outreach Program position.

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CLASS CONCEPTS (cont'd)

Workforce Services Representative III: (cont'd)

OPTION C – Local Disability Program Navigator: Positions allocated to this option address the needs of customers with disabilities for one or more local workforce investment or one-stop offices; review available private, local, State, and federal laws, regulations, and programs designed to improve the employment, accessibility, skill development, job retention, and career advancement of persons with disabilities and provide comprehensive information to coworkers, customers, schools, employers, and others through discussions or formal training; address individual situations and suggest or coordinate services as needed; facilitate access to support and services that provide transition to employment; suggest and, with approval, implement changes to workforce investment or one-stop office policies, procedures, practices, information, and equipment to improve, streamline, and ease services for customers with disabilities.

Conduct outreach to, and collaborate with, public and private agencies, organizations, and employers to promote and improve the employment of persons with disabilities; review and report on the effectiveness of services provided; may supervise Workforce Service Representative II's as assigned.

Workforce Services Representative II: Under supervision, incumbents typically work in a local workforce investment or one-stop office and perform most of the duties described in the series concept. Some positions serve a specific customer base such as disabled veterans, public assistance clients, or business customers placing job listings.

OPTION A - Workforce Investment Services: Positions allocated to this option approve and assist business customers to register in the workforce development system; assist employers in developing job descriptions and enter job listings into the computer system; evaluate and approve job listings entered into the job bank by business customers to ensure clarity and compliance with regulations; and contact business customers to inquire about job order results and status of job seeker referrals.

Evaluate the education, training, and work history of job seeking customers and assess their qualifications for referral to business customers or programs that provide training or other assistance within or outside the agency.

OPTION B - Disabled Veterans Outreach Program: Positions allocated to this option provide outreach, labor exchange, job development, referral to supportive services, training, follow-up, and educational services to disabled veterans; cooperate with military separation centers to present the Transition Assistance Program; and maintain close liaison with veterans organizations and local social service providers.

Workforce Services Representative I: Under close supervision, incumbents receive classroom and on-the-job training in the duties described in the series concept. One year of experience as a Workforce Services Representative I in Nevada State service provides for semi-automatic progression to the next level in accordance with regulations. This is the trainee level in the series.

MINIMUM QUALIFICATIONS

SPECIAL REQUIREMENTS:

- * Some positions require a valid driver's license at the time of appointment and as a condition of continuing employment.
- * Some positions require verification of an honorable discharge from the U.S. military service.

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MINIMUM QUALIFICATIONS (cont'd)

INFORMATIONAL NOTES:

- * Preference shall be given in the appointment of Disabled Veterans Outreach Program positions to qualified disabled veterans. If the appointing authority finds that no qualified disabled veteran is available for appointment, appointment may be given to any qualified veteran.
- * Up to one year of experience may be substituted by completion of 30 semester credits in social or behavioral science, business administration, or related field for Workforce Services Representative III [~~IV, and V~~].
- * *Up to two years of experience may be substituted by completion of 60 semester credits in social or behavioral science, business administration, or related field for Workforce Services Representative IV and V.*

WORKFORCE SERVICES REPRESENTATIVE V

EDUCATION AND EXPERIENCE: Graduation from high school or equivalent education and four years of relevant employment services experience which included one year of Workforce Investment program experience coordinating and monitoring employer/employment services and activities; mediating between parties or groups to resolve problems; providing leadership to motivate staff and customers to achieve goals, improve performance, or utilize program services; researching and analyzing various types of materials or situations to prepare reports or identify problems or alternative solutions and recommend corrective action; **OR** one year as a Workforce Services Representative IV in Nevada State service; **OR** two years of experience as a Workforce Services Representative III in Nevada State service; **OR** an equivalent combination of education and experience. (*See Special Requirements and Informational Notes*)

ENTRY LEVEL KNOWLEDGE, SKILLS, AND ABILITIES (required at time of application):

General knowledge of: basic principles of supervision, training, and team leadership. **Ability to:** research and analyze various types of materials to prepare comprehensive reports; reason and apply logic to develop proposals for new work procedures; instruct employees in correct methods and procedures; identify problems, alternative solutions and recommend corrective action; motivate staff to achieve goals and increase performance; coordinate and monitor the activities of several functions. **Skill in:** mediating between parties or groups to resolve problems; performing and prioritizing a variety of duties, often changing from one task to another; *and all knowledge, skills and abilities required at the lower levels.*

FULL PERFORMANCE KNOWLEDGE, SKILLS, AND ABILITIES (typically acquired on the job):

Working knowledge of: one-stop-operating-system programs and processes to troubleshoot or identify and report problems and advise staff on proper usage; State and federal workload standards governing quality, quantity and timeliness for the assigned programs; supervisory techniques and practices; State personnel rules for supervision of subordinate personnel. **Ability to:** supervise, plan, organize and monitor the workload of the office; conduct performance evaluations; negotiate and formulate complaint resolution; organize, coordinate and implement training for staff in technical areas.

WORKFORCE SERVICES REPRESENTATIVE IV

EDUCATION AND EXPERIENCE: Graduation from high school or equivalent education and three years of employment services experience which included interviewing job seeking customers to gather education and work history information or job requirements from business customers; evaluating job seeking customers' education and training and applying a knowledge of occupational requirements and labor market conditions to identify and develop appropriate training opportunities; determining eligibility for agency services based on established policies, procedures and requirements; establishing working relationships with business customers to clarify job listing requirements, discuss possible referrals for job listings, and promote

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MINIMUM QUALIFICATIONS (cont'd)

WORKFORCE SERVICES REPRESENTATIVE IV (cont'd)

services offered through Workforce Investment and one-stop offices; and managing a case load of customers receiving program services; **OR** one year of experience as a Workforce Services Representative III in Nevada State service; **OR** an equivalent combination of education and experience. (*See Special Requirements and Informational Notes*)

ENTRY LEVEL KNOWLEDGE, SKILLS, AND ABILITIES (required at time of application):

Working knowledge of: behavior modification techniques used to assist job seeking customers alter behavior not conducive to job interviewing or employer relations. **General knowledge of:** marketing techniques. **Ability to:** confront job seeking customers in a non-threatening, non-aggressive manner in order to address unacceptable attitudes or behaviors; analyze a customer's behavior and attitudes and provide insight to overcome barriers to employment; identify job seeking customers' strengths and weaknesses and develop mutual strategies to promote employment; participate in and represent the division at cooperative agency meetings, community sponsored workshops and with community organizations; monitor vendor contracts for compliance; mediate between parties with opposing views; respond quickly to unexpected situations; compose newspaper, radio and television advertisements and public service announcements; speak publicly and extemporaneously to provide information and persuade others to accept or adopt a specific course of action; prepare and maintain reports. **Skill in:** coordinating efforts to supply information and needed services; composing business correspondence and reports; managing a case load of customers receiving program services; building and maintaining working relationships with other agencies, business customers, professional groups and organizations; *and all knowledge, skills and abilities required at the lower levels.*

FULL PERFORMANCE KNOWLEDGE, SKILLS, AND ABILITIES (typically acquired on the job):

Working knowledge of: group dynamics and leadership roles; current effective marketing techniques and strategies. **Ability to:** develop and implement marketing strategies; coordinate employment service activities with other community agencies; identify business customers' current and future workforce needs and apply solutions available through Workforce Investment Programs; prepare and maintain reports regarding outreach, contacts, referrals, training, placements, and contracted services and costs. **Skill in:** developing and implementing marketing strategies to penetrate the labor market, increase market share and secure job listings relevant to the applicant pool.

WORKFORCE SERVICES REPRESENTATIVE III

EDUCATION AND EXPERIENCE: Graduation from high school or equivalent education and two years of relevant program experience which included interviewing job seeking customers to gather education and work history information, or business representatives to determine job requirements from business customers; evaluating education and training and applying knowledge of specific occupational requirements and labor market conditions to make referrals to job openings; assisting customers to use computer equipment and software to develop resumes, assess skills and aptitude, search the Internet for job openings, or enter job listings in the Internet; recording information gathered from customers using program related computer software; identifying barriers to employment and explaining program requirements and regulations; **OR** one year of experience as a Workforce Services Representative II in Nevada State service; **OR** an equivalent combination of education and experience. (*See Special Requirements and Informational Notes*)

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MINIMUM QUALIFICATIONS (cont'd)

WORKFORCE SERVICES REPRESENTATIVE III (cont'd)

ENTRY LEVEL KNOWLEDGE, SKILLS, AND ABILITIES (required at time of application):

ALL OPTIONS

Working knowledge of: federal and State equal employment opportunity laws and regulations; computer programs used to assess job seeking customers' interests, skills, and aptitudes; labor market information, local prevailing wage information and minimum wage laws; occupational requirements and current labor conditions; active listening and communication techniques used to establish rapport and trust with customers. **Ability to:** assess job seeking customers' education, training and work history to provide vocational guidance and identify steps required to achieve occupational goals; resolve complaints and answer inquiries from business customers regarding job listing procedures; manage a case load of customers; apply program regulations, policies and procedures to identify customers' eligibility for assistance; monitor customer progress through training and ensure compliance with contract and program provisions; establish and maintain case files; encourage customers to comply with program regulations; speak before groups to relay program information and requirements; promote employment services with business customers via telephone and the office staff through training and consultation; prepare and maintain reports; *and all knowledge, skills and abilities required at the lower levels.*

OPTION B - LOCAL VETERANS EMPLOYMENT REPRESENTATIVE & OPTION C - LOCAL DISABILITY PROGRAM NAVIGATOR

Ability to: promote employment services with business customers via telephone and the office staff through training and consultation; prepare and maintain reports.

FULL PERFORMANCE KNOWLEDGE, SKILLS, AND ABILITIES (typically acquired on the job):

ALL OPTIONS

Working knowledge of: State and federal laws and regulations and agency policies and procedures for assigned programs; training providers within the community; computer modules used for case management, customer assessment and developing an employment plan; unemployment insurance benefit job search requirements. **General knowledge of:** behavior modification techniques used to assist job seeking customers change behaviors which present barriers to employment. **Ability to:** establish rapport and gain trust of customers in order to discuss and advise them on sensitive personal attributes, attitudes or behaviors which may present obstacles to employment; train staff on assigned program requirements, policies and procedures; identify appropriate training to enhance a customer's employability in the their chosen occupation; prioritize assignments and manage time to accomplish established goals. **Skill in:** managing an ongoing case load of customers receiving program assistance.

OPTION B - LOCAL VETERANS EMPLOYMENT REPRESENTATIVE & OPTION C LOCAL DISABILITY PROGRAM NAVIGATOR

Working knowledge of: adjustment and vocational problems prevalent among veterans or the disabled; State and federal laws and regulations governing veterans or the disabled rights and benefits. **Detailed knowledge of:** local area programs, agencies, organizations, and benefits available to assist veterans or the disabled. **Ability to:** interpret and explain veterans or the disabled programs to staff, employers, and veterans or the disabled; prepare and maintain reports regarding outreach, contacts, referrals, training, and placements.

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MINIMUM QUALIFICATIONS (cont'd)

WORKFORCE SERVICES REPRESENTATIVE II

EDUCATION AND EXPERIENCE: Graduation from high school or equivalent education and one year of Workforce Investment Program experience which included interviewing job seeking customers to gather education and work history information or job requirements from business customers; evaluating education and training and applying knowledge of specific occupational requirements and labor market conditions to make referrals to job openings; assisting customers to use computer equipment and software to develop resumes, assess skills and aptitude and search the Internet for job openings, or post job listings on the Internet; recording information gathered from customers using program related computer software; identifying barriers to employment and explaining program requirements and regulations; **OR** one year as a Workforce Services Representative I in Nevada State service; **OR** an equivalent combination of education and experience. (*See Special Requirements and Informational Notes*)

ENTRY LEVEL KNOWLEDGE, SKILLS, AND ABILITIES (required at time of application):

BOTH OPTIONS

Working knowledge of: customer service and interviewing techniques used to gather education and work history from job seeking customers or job requirement from business customers; techniques necessary to establish rapport and gain the trust of customers; resource center equipment and software used to assist job seeking customers in developing resumes, assessing skills and searching the Internet for job openings; occupational requirements of positions and current labor market conditions in Nevada; program related computer software and reports, codes, screens, formats, and key entry sequences; laws, regulations, policies and procedures applicable to Workforce Investment Programs. **Ability to:** enter, process and retrieve data from the One-Stop Operating System; assist customers in the use of computer hardware and software in resource centers; enter job listings; advise and encourage job seeking customers to follow through on job referrals; evaluate job listings to determine compliance with State and federal laws and regulations; evaluate customers' education, training and work history and assess qualifications for job referral; establish and maintain cooperative working relationships with co-workers, the public, business customers and other agencies; assist customers with resume development by editing and proof reading drafts and recommending appropriate language and format; make oral presentations to groups or individuals regarding program information, policies and procedures; identify customers' barriers to employment; advise customers on job search skills; *and all knowledge, skills and abilities required at the lower level.*

OPTION B - DISABLED VETERANS OUTREACH PROGRAM

Working knowledge of: State and federal laws and regulations and agency policies and procedures related to veterans rights and privileges; programs, agencies, organizations and benefits available to assist veterans. **Ability to:** plan and implement outreach projects to locate and meet the needs of veterans within established goals and objectives; interface with federal and local veterans representative organizations.

FULL PERFORMANCE KNOWLEDGE, SKILLS AND ABILITIES (typically acquired on the job):

BOTH OPTIONS

General knowledge of: services, roles, and responsibilities of local human service agencies; policies and procedures related to workforce development service programs; programs and types of assistance available through Workforce Investment and affiliated partners.

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MINIMUM QUALIFICATIONS (cont'd)

WORKFORCE SERVICES REPRESENTATIVE I

EDUCATION AND EXPERIENCE: Graduation from high school or equivalent education and two years of experience which included providing services to customers; reading and applying written policies, procedures, or instructions; operating personal computers to enter and retrieve data; and interviewing individuals to gather information; **OR** a Bachelor’s degree in social or behavioral science, business administration, or related field; **OR** an equivalent combination of education and experience. *(See Special Notes and Requirements)*

ENTRY LEVEL KNOWLEDGE, SKILLS, AND ABILITIES (required at time of application):

Working knowledge of: English grammar, spelling, punctuation, vocabulary and composition. **General knowledge of:** customer service techniques; modern office practices, procedures and equipment; telephone techniques and etiquette; record keeping and filing methods. **Ability to:** read, comprehend and apply written policies and procedures to specific situations; perform basic mathematical computations including the addition, subtraction, multiplication, and division of whole numbers; compose basic business communications and document interviews; interview customers to gather accurate factual information; interact effectively with customers of diverse backgrounds; compare information and identify similarities, differences and inconsistencies; accurately copy, post or transcribe information from one source to another; explain program services, policies and requirements; establish and maintain cooperative working relationships with co-workers and the public; understand and follow oral and written directions. **Skill in:** operating a personal computer to enter, retrieve and process data.

FULL PERFORMANCE KNOWLEDGE, SKILLS, AND ABILITIES (typically acquired on the job):

(These are identical to the Entry Level Knowledge, Skills and Abilities required for Workforce Services Representative II.)

This class specification is used for classification, recruitment, and examination purposes. It is not to be considered a substitute for work performance standards for positions assigned to this class.

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REVISED:	4/20/09R	4/20/09R	4/20/09R		
REVISED:	6/4/09	6/4/09	6/4/09		
REVISED:	<i>5/21/10UC</i>	<i>5/21/10UC</i>	<i>5/21/10UC</i>		



STATE OF NEVADA – DEPARTMENT OF PERSONNEL

CLASS SPECIFICATION

Table with 4 columns: TITLE, GRADE, EEO-4, CODE. Rows include UNEMPLOYMENT INSURANCE REPRESENTATIVE V (34, B, 12.164) down to I (26, E, 12.169).

SERIES CONCEPT

Unemployment Insurance Representatives perform a broad variety of activities related to the timely and accurate processing and payment of unemployment insurance benefit claims.

Unemployment Insurance Representatives process all aspects and types of unemployment insurance claims including regular unemployment insurance, federal worker, ex-military, combined wage, interstate, Trade Readjustment Act, obstructed claims, employer charging, and provide other related services such as quality assurance and overpayment investigation and collection.

In order to be reallocated from one level in the series to a higher level, an incumbent must spend the preponderance of time performing higher-level duties. Some incumbents may perform one or two higher-level duties, but this does not provide the basis for reallocation to the higher level.

CLASS CONCEPTS

Unemployment Insurance Representative V: Incumbents at this level either supervise a team of unemployment insurance claims adjudicators, or adjudicators and claims examiners working in an unemployment insurance operations center, supervise the investigation and collection units in benefit payment control, or supervise a benefit accuracy measurement unit investigating unemployment insurance benefit claims for quality assurance purposes.

Examine completed claims, adjudication determinations, overpayment collection and/or fraud investigation documentation using designated quality assurance tools to ensure compliance with established unemployment insurance benefit laws, regulations, policies and procedures; review periodic reports to track quality assurance, timeliness and customer service goal achievement for individual employees and the team/unit; determine individual and team/unit training requirements; recommend and implement corrective action plans when established quality assurance, timeliness or customer service goals are not met; answer subordinates' questions and resolve problems with staff and claimants regarding unemployment insurance claims, overpayments and fraud investigations.

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CLASS CONCEPTS (cont'd)

Unemployment Insurance Representative V (cont'd)

Supervise subordinate professional and paraprofessional staff; participate in hiring interviews; prepare work performance standards for subordinates; prepare and conduct performance evaluations; recommend and prepare documentation for disciplinary action.

Deliver on-the-job training to address areas of deficiency for individual employees or to introduce new procedures; assist the unemployment insurance staff support unit to develop and present classroom training related to unemployment insurance claims examining, processing and adjudication.

Compile information and submit a variety of reports to management regarding staff, production or special projects; inform manager of program and staff performance by memoranda or verbally; review appeal determinations made by hearings officers to identify additional issues or non-compliance.

In an unemployment insurance operations center, monitor and evaluate claim and adjudication calls in progress; evaluate service on each telephone queue line and make ongoing adjustments to staff assignments to ensure adequate coverage, minimize customer wait time, and ensure efficient use of time; investigate and resolve complaints from claimants and employers regarding adjudication times and determinations; ensure staff is adequately equipped and that equipment works properly; troubleshoot and make minor repairs or report needed repairs.

Unemployment Insurance Representative IV: Incumbents at this level investigate unemployment insurance benefit claims for the benefits accuracy measurement or benefit payment control programs.

In the benefits accuracy measurement unit, conduct systematic reviews and verification of all aspects of unemployment insurance claims to ensure compliance with State and federal laws; interview claimant to verify identification and alien status; contact employers, unions, and relevant third parties such as doctors, schools, private agencies, and child care providers to verify information regarding eligibility; review and verify work search efforts; examine employer payroll records; compile evidentiary documentation from agency records including adjudication and appeals; evaluate all processes and determinations for adherence to policy and procedure and prepare required documentation and reports.

Make appropriate referral or recommendation for corrective action when errors are discovered; attend appeal hearings to present findings on behalf of the agency; and summarize, code and report required findings/information to the U.S. Department of Labor.

In the benefit payment control unit, conduct independent investigations to verify suspected fraudulent unemployment insurance claims initiated by the new hire cross match report or requests for fraud investigations from division personnel, unsolicited citizens' tips, or interstate cross match reports; compile pertinent agency information and evaluate unemployment insurance claim records; contact employers to clarify conflicting information and obtain payroll records; examine payroll records, public licenses and other relevant material/evidence to identify overpayment and possible fraud; locate and interview the claimant under investigation, representatives of government agencies, and other witnesses and prepare affidavits and reports.

Analyze and evaluate testimony and evidence; calculate overpayment liability; make determination to collect overpayment, disqualify claimants from receiving unemployment insurance benefits for a specific period of time, and/or initiate criminal prosecution; write investigative reports summarizing findings and supporting evidence; prepare case files and present to supervisor for submission to the State Attorney General for prosecution; present testimony as required in court or at administrative hearings based on evidence gathered.

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CLASS CONCEPTS (cont'd)

Unemployment Insurance Representative III: This is the first level of supervisory and professional work in the series. Incumbents at this level either:

- 1) Supervise a team of claims examiners in an unemployment insurance operation centers; examine completed unemployment claims to ensure compliance with established unemployment insurance benefit laws, regulations, policies and procedures; review periodic reports to track quality assurance, timeliness and customer service goal achievement for individual employees and the team/unit; determine individual and team/unit training requirements; recommend and implement corrective action plans when established quality assurance, timelines or customer service goals are not met; answer subordinates' questions and resolve problems with staff and claimants regarding unemployment insurance claims.

Supervise subordinate claims examiners; participate in hiring interviews; prepare work performance standards; prepare and conduct performance evaluations; recommend and prepare documentation for disciplinary action.

Deliver on-the-job training to address areas of deficiency for individual employees or introduce new procedures; assist the unemployment insurance staff support unit to develop and present classroom training related to unemployment insurance claims examining and processing.

Compile information and submit reports to management regarding staff, production or special projects; inform manager of program and staff performance.

Monitor and evaluate claim calls in progress; participate in the evaluation of service on telephone queue lines and make ongoing adjustments to staff assignments to ensure adequate coverage, minimize customer wait time, and ensure efficient use of time; investigate and resolve complaints from claimants and employers; ensure staff is adequately equipped and that equipment works properly; troubleshoot and make minor repairs or report needed repairs; or

- 2) Adjudicate unemployment insurance claims issues concerning eligibility to receive benefits or tax rulings for base period employers; gather information and conduct fact-finding telephone interviews to identify and resolve issues; and write and distribute decisions concerning entitlement to unemployment insurance benefits.

Interview claimants, employers and any third party necessary to obtain required facts and information; request documentation needed to substantiate information received; determine when additional or rebuttal fact-finding is needed and obtain all necessary statements to identify and resolve issues which affect payment of claims or tax ruling; document pertinent findings from interviews in clear, concise and factual reports.

Apply appropriate sections of State laws and regulations, administrative policies and procedures, court and appeal precedents, labor laws, labor market information and working conditions, and business and management principles to the facts obtained; make determinations concerning benefit entitlement; using established templates, write non-monetary determinations which contain a statement of the facts, determining factors in making the decision, and rationale for the conclusion.

Interpret and explain laws, procedures, policies and requirements to claimants and employers; advise claimants and employers in procedures for filing appeals and explain legal requirements; review incoming appeals from claimants and employers to see if additional information has been presented that

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CLASS CONCEPTS (cont'd)

Unemployment Insurance Representative III (cont'd)

warrants a re-determination of the decision; remain abreast of changes in policy or interpretation of law; maintain privacy of information as required by law.

Enter data concerning claims such as stops, disqualification dates, and non-monetary determination information into the computer; remove stops from the computer to release payment of benefits when no issue is found or there is an appeal reversal allowing payment of benefits.

Unemployment Insurance Representative II: Incumbents at this level typically work as claims examiners under general supervision in an unemployment insurance operations center, monetary unit, or benefit payment control unit.

Receive and process initial, additional, combined wage, reopened, agent state, ex-military, federal, Trade Readjustment Act, obstructed and extended claims and overpayments for unemployment insurance benefits; interview claimants to verify the accuracy of claims information entered in the telephone queue and computer database and wages reported by employers; solicit monetary and non-monetary information necessary to determine eligibility, and the type of claim to be filed; identify potential issues which may result in disqualification of benefits; document required information in the claimant's computer file; calculate and advise claimants of options available for collecting benefits and of benefit rights and eligibility obligations; respond to inquiries from employers and claimants in accordance with statutory requirements; and refer claimants to other services available in the community and agency for training, job search assistance and social services.

Review computer claim files identified in reports such as overpayment, monetary redetermination, and error and issue reports to verify all calculations and ensure claims information and appeal documentation is consistent and accurate; monitor and maintain interstate, federal, obstructed, and military claims to ensure collection and proper distribution of funds; respond to inquiries regarding benefit payment warrants; evaluate appeal decisions to determine overpayment status; issue non-monetary overpayment determination; initiate and perform overpayment collection process; establish installment payment agreements; perform skip traces to determine claimant's current location; determine eligibility for an offset reduction; prepare documentation to file judgments to secure the debt; process payments and refunds; document all actions taken in claimant's computer claim file; prepare required correspondence; assemble appeal packets and submit appeals for scheduling.

Unemployment Insurance Representative I: Incumbents at this level work under close supervision and receive classroom and on-the-job training in the receipt and processing of all types of initial and ongoing unemployment insurance claims. One year of experience as an Unemployment Insurance Representative I in Nevada State service provides for semi-automatic progression to the next level with the approval of the appointing authority.

MINIMUM QUALIFICATIONS

INFORMATIONAL NOTES:

- * Up to one year of experience may be substituted by completion of 30 semester credits in social or behavioral science, business administration or related field for Unemployment Insurance Representative III [~~IV~~, and ~~V~~].

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MINIMUM QUALIFICATIONS (cont'd)

INFORMATIONAL NOTES (cont'd)

- * *Up to two years of experience may be substituted by completion of 60 semester credits in social or behavioral science, business administration, or related field for Unemployment Insurance Representative IV and V.*

UNEMPLOYMENT INSURANCE REPRESENTATIVE V

EDUCATION AND EXPERIENCE: Graduation from high school or equivalent education and four years of relevant program experience, two years of which included gathering information and conducting fact-finding interviews to identify and resolve unemployment insurance issues or overpayments; using unemployment insurance benefit computer programs and processes to record, process, retrieve and investigate information; analyzing problems or situations, identifying alternative solutions and formulating conclusions; and mediating between contending parties to resolve problems; **OR** two years of experience as an Unemployment Insurance Representative III in Nevada State service; **OR** an equivalent combination of education and experience. *(See Informational Notes)*

ENTRY LEVEL KNOWLEDGE, SKILLS, AND ABILITIES (required at time of application):

Working knowledge of: departmental resources used to answer questions regarding unemployment insurance from management, staff and the public; unemployment insurance benefits computer programs and processes required to process claims properly. **Ability to:** mediate between contending parties or groups to resolve problems; analyze problems, identify alternatives, formulate conclusions and recommend correction action; perform and prioritize a variety of duties involved in supervising a unit; *and all knowledge, skills and abilities required at the lower levels.*

FULL PERFORMANCE KNOWLEDGE, SKILLS, AND ABILITIES (typically acquired on the job):

Working knowledge of: departmental resources used to answer questions from management, staff and the public; principles of supervision, training and team leadership; supervisory techniques and practices. **General knowledge of:** unemployment insurance federal workload standards governing quality, quantity and timeliness of claims processing; State personnel rules necessary to supervise subordinate personnel. **Ability to:** research and analyze various types of material to produce reports; apply reason and logic to develop proposals for new methods of operation; speak publicly and extemporaneously to provide information and persuade others to accept or adopt a specific course of action; instruct employees in correct work methods and procedures; analyze unemployment insurance operations center activities and program requirements and communicate them to automated system staff; motivate staff to effective action; supervise, plan, organize and monitor the workload of the unit; identify subordinates' strengths and weaknesses; conduct performance evaluations; negotiate and formulate complaint resolution; coordinate and monitor several functions and activities; organize, coordinate and implement training for staff in technical areas. **Skill in:** troubleshooting minor unemployment insurance computer equipment and program problems.

UNEMPLOYMENT INSURANCE REPRESENTATIVE IV

EDUCATION AND EXPERIENCE: Graduation from high school or equivalent education and three years of unemployment insurance experience, one year of which included claims adjudication experience gathering information and conducting fact-finding interviews to identify and resolve unemployment insurance issues; and interpreting and applying State and federal laws, rules, regulations, policies and procedures and using complex database software systems to record and process unemployment insurance benefit claims information; **OR** one year of experience as an Unemployment Insurance Representative III in

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MINIMUM QUALIFICATIONS (cont'd)

UNEMPLOYMENT INSURANCE REPRESENTATIVE IV (cont'd)

Nevada State service; **OR** an equivalent combination of education and experience. (*See Informational Notes*)

ENTRY LEVEL KNOWLEDGE, SKILLS, AND ABILITIES (required at time of application):

Working knowledge of: State laws and applicable rules, regulations, policies and procedures regarding unemployment insurance claims adjudication. **General knowledge of:** fact-finding processes and procedures. **Ability to:** interpret and apply provisions of law, rules and regulations to specific cases; analyze facts in adversarial situations and determine an effective course of action; work independently and as part of a team; plan, organize and schedule activities and assignments to accomplish goals within mandated timeframes. **Skill in:** interviewing techniques, including phrasing and rephrasing difficult questions; using unemployment insurance computer system to access, store and process data; writing complete, accurate and descriptive fact-finding statements; analyzing information, identifying relevant facts, and formulating logical, objective conclusions; *and all knowledge, skills and abilities required at the lower levels.*

FULL PERFORMANCE KNOWLEDGE, SKILLS AND ABILITIES (typically acquired on the job):

General knowledge of: payroll records, operations, timekeeping and other source documents to verify base period wages reported to the department by employers and wages earned by the claimant during the benefit year; investigate principles, practices, techniques and procedures; skip-trace methods and sources of information used in locating individuals; rules of evidence and court procedures; techniques of identifying, preserving and presenting evidence; payroll auditing methods, procedures and techniques; jurisdictions of federal, State and local law enforcement agencies; State laws regulating statute of limitations for levels of prosecution. **Ability to:** develop investigative methods and techniques to accomplish assigned work tasks and objectives; write concise, logical and grammatically correct case summaries explaining the pertinent facts, the basis for decisions, and complexities of the case such as difficulty obtaining the information, evaluation of statements taken or reasons for the delay; analyze factual and financial information obtained during audits/investigations to make appropriate decisions affecting the eligibility of claimants.

UNEMPLOYMENT INSURANCE REPRESENTATIVE III

EDUCATION AND EXPERIENCE: Graduation from high school or equivalent education and two years of experience providing services to claimants by examining and processing claims for unemployment insurance benefits; **OR** one year of experience as an Unemployment Insurance Representative II in Nevada State service. (*See Informational Notes*)

ENTRY LEVEL KNOWLEDGE, SKILLS, AND ABILITIES (required at time of application):

Working knowledge of: laws, rules and regulations pertaining to State and federal unemployment insurance programs; agency procedures manuals and federal and military manuals used to determine eligibility for benefits; labor organizations and their scope of representation for the claimant such as reporting or registration requirements used to evaluate the validity of the claimant's work search efforts in connection with an unemployment claim; local labor market, economy and labor force as well as industrial data used in determining the eligibility and attachment of claimants to their labor markets. **Ability to:** obtain pertinent information, explain policies, procedure and law, and persuade claimants, employers, and employer representatives to accept a specific opinion or action required; perform a variety of duties, according to set procedures and policies, and under established time frames; work independently with minimal direction; perform tasks effectively during fluctuating workload and seasonal demands. **Skill in:**

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MINIMUM QUALIFICATIONS (cont'd)

UNEMPLOYMENT INSURANCE REPRESENTATIVE III (cont'd)

using the unemployment insurance computer system to enter and retrieve information; *and all knowledge, skills and abilities required at the lower levels.*

FULL PERFORMANCE KNOWLEDGE, SKILLS, AND ABILITIES (typically acquired on the job):

Working knowledge of: procedure manuals and federal and military manuals used to determine eligibility for benefits; unemployment insurance adjudication process, policies and procedures. **General knowledge of:** standard employment practices of private industry and governmental departments used in reviewing and evaluating facts to determine eligibility; appeals hearing process. **Ability to:** write complete, accurate and descriptive fact-finding statements; analyze information, identify relevant facts, and formulate logical, objective conclusions in the adjudication of claims for benefits; write concise, logical and grammatically correct non-monetary determinations, correspondence to explain reasons for determination; organize facts and data in a systematic way to meet State and federal criteria and timeliness guidelines; prioritize assignments to complete work in a timely manner.

UNEMPLOYMENT INSURANCE REPRESENTATIVE II

EDUCATION AND EXPERIENCE: One year of experience as an Unemployment Insurance Representative I in Nevada State service; **OR** an equivalent combination of education and experience. (*See Informational Notes*)

ENTRY LEVEL KNOWLEDGE, SKILLS, AND ABILITIES (required at time of application):

Working knowledge of: customer service techniques; types of unemployment insurance claims such as interstate, intrastate, combined wage, federal, and extended benefits; basic bookkeeping and mathematical skills sufficient to apply payments to individual accounts, compute interest, issue refund checks and balance statements and reports; unemployment insurance computer program applications and applicable automated information screens, codes, formats and key entry sequences; unemployment insurance laws, rules, regulations and procedures pertaining to Nevada and other states and the federal government; program specific regulations, program guides, policies, procedures and forms; sources of information within the organization required to process unemployment insurance claims. **General knowledge of:** roles and responsibilities of human services agencies and the services offered to make appropriate referrals. **Ability to:** make basic mathematical computations such as addition, subtraction, multiplication and division of fractions, decimals, percentages and whole numbers; read and comprehend written departmental policies and procedures and legal documents such as court and appeal decisions, and State laws; compose grammatically correct correspondence of a routine nature; establish and maintain alphabetical and/or numerical files; establish and maintain computerized claimant files; research and compile information from paper and computer files as needed to respond to inquiries or prepare appeal packets; accurately copy, post and transcribe data and figures from one source to another; communicate verbally with claimants from diverse backgrounds; remain calm and establish rapport with hostile claimants on the phone; perform work assignments with frequent interruptions and demanding time constraints; use a computer to prepare correspondence and/or reports; apply unemployment insurance program laws, regulations, policies and procedures; use automated systems and equipment to complete assignments; obtain and review information to make eligibility determinations; encourage claimants to comply with various program requirements; maintain confidentiality of claims information. **Skill in:** using office equipment such as facsimile and copy machines and multi-line telephone; interviewing claimants to gather and confirm information; comparing data, identifying discrepancies, inconsistencies and issues; defining problems and applying appropriate rules, regulations and procedures; *and all knowledge, skills and abilities required at the lower level.*

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MINIMUM QUALIFICATIONS (cont'd)

UNEMPLOYMENT INSURANCE REPRESENTATIVE II (cont'd)

FULL PERFORMANCE KNOWLEDGE, SKILLS, AND ABILITIES (typically acquired on the job):

Skill in: communicating verbally with claimants to clearly convey specific information, situations and options available to them; communicating with claimants of diverse backgrounds; dealing effectively with claimants who may be hostile or uncooperative.

UNEMPLOYMENT INSURANCE REPRESENTATIVE I

EDUCATION AND EXPERIENCE: Graduation from high school or equivalent education and two years of experience which included reading and applying written policies, procedures and instructions; performing basic mathematical computations; interviewing individuals to obtain and provide information; assisting customers; comparing data and identifying discrepancies; and using personal computers to enter and retrieve data; **OR** a Bachelor's degree in social or behavioral science, business administration or related field; **OR** an equivalent combination of education and experience. (*See Informational Note*)

ENTRY LEVEL KNOWLEDGE, SKILLS, AND ABILITIES (required at time of application):

Working knowledge of: math computations including addition, subtraction, multiplication and division of whole numbers. **General knowledge of:** English grammar, punctuation, sentence structure and vocabulary; modern office practices, procedures and equipment; interviewing techniques necessary to elicit accurate and factual information; operation and use of word processing and other associated business software; telephone techniques and etiquette; basic elements of customer service. **Ability to:** read and follow written instructions; compare information or data to identify discrepancies and inconsistencies; speak clearly and distinctly on the telephone; sit for long periods of time, receive information over the telephone; perform mathematical calculations; listen attentively and record information; effectively interact with persons from varying social, economic and cultural backgrounds. **Skill in:** operating a personal computer to enter, retrieve and process data.

FULL PERFORMANCE KNOWLEDGE, SKILLS, AND ABILITIES (typically acquired on the job):

Working knowledge of: interviewing techniques necessary to elicit accurate and factual information; operation and use of word processing and other associated business software. **Ability to:** maintain confidentiality of client records; interpret and apply complex rules, regulations, policies and procedures to specific situations; research information from a variety of sources; receive, review and process a variety of documents according to established guidelines, policies, regulations and timelines.

This class specification is used for classification, recruitment and examination purposes. It is not to be considered a substitute for work performance standards for positions assigned to this class.

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REVISED:		7/24/79-3			
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REVISED:		7/1/87P-12 4/14/87PC			
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REVISED:	5/21/10UC	5/21/10UC	5/21/10UC		