

CLASS TITLE:**BENEFIT CLAIMS SPECIALIST****Class Code: 02587700****Pay Grade: 23****EO Code: B****CLASS DEFINITION:**

GENERAL STATEMENT OF DUTIES: In the Department of Labor and Training, to perform research, fact-finding, analysis, and/or interviews on complex and disputed claims for unemployment insurance or temporary disability insurance; to provide input and assistance in resolving adjudication issues and cases; as required, to represent the Department of Labor and Training at Board of Review appeal hearings; and to do related work as required.

SUPERVISION RECEIVED: Works under the general supervision of a superior with some latitude in the exercise of initiative and independent judgement; work is reviewed to ensure conformance with laws, regulations, policies, procedures and standards.

SUPERVISION EXERCISED: Trains, guides and/or mentors other technical and clerical staff.

ILLUSTRATIVE EXAMPLES OF WORK PERFORMED:

In the Department of Labor and Training, to perform research, fact-finding, analysis, and/or interviews on complex and disputed claims for unemployment insurance or temporary disability insurance.

To provide input and assistance in resolving adjudication issues and cases.

As required, to represent the Department of Labor and Training at Board of Review appeal hearings.

To make recommendations and write related reports on results of research, analysis, and/or fact-finding interviews in accordance with established procedures and applicable laws.

To detect and compute overpayments and determine fault in order to declare the overpayment recoverable or non-recoverable, and refer such cases to the Department's Central Overpayment Unit.

To provide guidance and training to staff on matters related to disputed claims.

To establish and maintain effective working relationships with employers, employment representatives, insurers, and other related representatives.

To do related work as required.

REQUIRED QUALIFICATIONS FOR APPOINTMENT:

KNOWLEDGES, SKILLS AND CAPACITIES: A working knowledge of the Rhode Island Employment Security Act; a working knowledge of state labor laws; a working knowledge of investigative and interviewing techniques and procedures; the ability to conduct effective interviews for the purpose of resolving disputed claims; the ability to provide consistent interpretation and application of applicable laws and procedures; the ability to assemble, organize and evaluate facts; the ability to prepare written factual reports and recommendations in a coherent and concise manner; the ability to establish and maintain effective working relationships with employers, employment representatives, insurers and other related representatives; and related capacities and abilities.

EDUCATION AND EXPERIENCE:

Education: Such as may have been gained through: graduation from a college of recognized standing with a bachelor's degree in labor relations, personnel, business or public administration, or the behavioral or social sciences, or a closely-related field; and

Experience: Such as may have been gained through: employment in a position responsible for conducting interviews involving fact-finding, analysis and evaluation of data relevant to employment issues.

Or, any combination of education and experience that shall be substantially equivalent to the above education and experience.

NOTE: Due to the customer service aspects of this classification, positions within the class may be identified as requiring proficiency in a designated language specialty.

Class Revised: December 29, 2002

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