

CLASS TITLE: CLAIMS ADJUSTER (DLT)

Class Code: 02432200

Pay Grade: 18A

EO Code: B

CLASS DEFINITION:

GENERAL STATEMENT OF DUTIES: To conduct fact finding and other program-related interviews for unemployment insurance and temporary disability insurance; and to do related work as required.

SUPERVISION RECEIVED: Works under the general supervision of a superior; work is reviewed to ensure conformance to standards and procedures.

SUPERVISION EXERCISED: Usually none, but may direct the work of the clerical support staff.

ILLUSTRATIVE EXAMPLES OF WORK PERFORMED:

To conduct fact finding interviews, to obtain and record information pertaining to circumstances of termination from employment; to obtain statements from separating employers regarding potential disqualification's.

In routine cases, to prepare written decisions and related reports on results of fact finding interviews, applying appropriate sections of state and federal laws, rules and regulations.

To explain disqualification's or penalties to claimants; and to advise them of their rights and appeal procedures.

To interview interstate claimants in accordance with regulations of liable state; and to file statements of appeal in disputed cases.

To conduct periodic interviews to determine continuing eligibility.

To authorize payment of benefits to eligible claimants.

To conduct benefits rights interviews to inform claimants of monetary credits, eligibility rights and responsibilities.

To assist in training and instructing clerical assistants and reserve staff in fundamental procedures, regulations and laws.

To do related work as required.

REQUIRED QUALIFICATIONS FOR APPOINTMENT:

KNOWLEDGES, SKILLS AND CAPACITIES: A working knowledge of the Rhode Island Temporary Disability Insurance, Employment Security, and Job Training Partnership Acts; a familiarity with office routine; the ability to follow oral and written instructions; the ability to utilize a computer to access information; the ability to conduct effective interviews with clients; the ability to gather pertinent information to correctly determine eligibility for benefits; the ability to apply laws, rules and regulations; the ability to make arithmetic computations; the ability to gather facts and the ability to write clear statements; and related capacities and abilities.

EDUCATION AND EXPERIENCE:

Education: Such as may have been gained through: possession of an Associate Degree from an accredited institution; and

Experience: Such as may have been gained through: employment in a capacity responsible for conducting interviews of a fact-finding or investigatory nature relating to employment issues.

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

Class Created: September 20, 1992

Editorial Review: 3/15/2003