

TITLE OF GROUP OF CLASSES:

**EMPLOYMENT AND TRAINING
INTERVIEWER AND INTERPRETER**

TITLE OF CLASSES IN GROUP

Class Code:

Pay grade: 20A

(SPANISH)

02794401

(PORTUGUESE)

02794402

EO: E

CLASS DEFINITION:

GENERAL STATEMENT OF DUTIES: To interpret the language specified in the title in written and spoken form in order to provide a bilingual capacity in the area of specialization for a variety of employment and training services. To assess the employment possibilities and training needs of clients; to determine the level of employment and training services required for clients; to interview and refer individuals to appropriate employment and training programs; to process claims for benefits and to accept and validate initial and continued claims; to review and audit records of claims; to conduct various unemployment insurance program-related interviews; to resolve disputed claims; and to do related work as required.

SUPERVISION RECEIVED: Works under supervision, referring problems and more difficult cases to supervisor; work is reviewed to ensure conformance to standards and procedures.

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

ILLUSTRATIVE EXAMPLES OF WORK PERFORMED:

To interpret the language specified in the title in written and spoken form in order to provide a bilingual capacity in the area of specialization for a variety of employment and training services.

To contact employers to develop or modify existing job openings.

To provide clients with employment contacts; to advise clients on ways to prepare and present themselves on an interview.

To match job openings with clients' employment qualifications.

To respond to telephone inquiries regarding unemployment insurance, temporary disability insurance and employment and training information.

To conduct job search workshops in the field or office.

To conduct field visits to employers to promote use of available employment and training services.

To process and examine initial and continued claims for unemployment and temporary disability insurance benefits.

To authorize payment of benefits to eligible clients via a computer automated system.

To conduct fact-finding interviews with clients to obtain and record information pertaining to circumstances of termination from employment; to contact employers with respect to such terminations.

To resolve disputed claims and to prepare decisions regarding same.

To conduct benefit eligibility interviews to inform clients of monetary credits, eligibility rights and responsibilities.

To conduct eligibility review interviews to determine client's continuing eligibility.

To compute and verify employment security intrastate, federal, state and veterans; claims; to audit payment records in cases where final payment has been authorized.

To process combined wage claims and interstate claims under the Interstate Agreement.

To assign Dictionary of Occupational Titles codes and classifications.

To authorize payments by mail due individuals who have returned to work.

To prepare and verify affidavits in lieu of wage reports.

To detect, compute, collect or adjust overpayment.

To do related work as required.

REQUIRED QUALIFICATIONS FOR APPOINTMENT:

KNOWLEDGES, SKILLS AND CAPABILITIES: A working knowledge of the Rhode Island Temporary Disability Insurance, Employment Security, and Job Training Partnership Acts; a working knowledge of occupations and occupational requirements; a working knowledge of employment conditions of various industries and businesses within the state; a familiarity with the culture and customs of groups and communities using the language specified in the title; a familiarity with routine office methods; the ability to relate to and understand problems of non-English speaking persons and groups; the ability to interpret and translate the specified language in the title into written and spoken English, and to interpret English into the written and spoken specified language; 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 and determine client eligibility for benefits; the ability to apply laws, rules and regulations; the ability to make arithmetic computations; and related capacities and abilities.

EDUCATION AND EXPERIENCE:

Education: Such as may have been gained through: graduation from a senior high school; and

Experience: Such as may have been gained through: employment in a position dealing with a language specified group involving a program which focused on interviewing, advising and assisting clients.

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

Class Revised: August 25, 1991

Editorial Review: 3/15/03