

CLASS TITLE: EMPLOYMENT AND TRAINING INTERVIEWER

Class Code: 02795100

Pay Grade: 17A

EO: E

CLASS DEFINITION:

GENERAL STATEMENT OF DUTIES: To register and place clients in job openings or training programs; to solicit job orders from employers; to assign Dictionary of Occupational Titles (DOT) codes and classifications; to process initial and continued claims for unemployment benefits and temporary disability insurance; to review and audit claims records for overpayment and detection of fraud; to conduct benefit rights interviews and schedule eligibility review interviews; and to do related work as required.

SUPERVISION RECEIVED: Works under supervision carrying out duties that are continuing in nature and referring problems and more difficult cases to a supervisor; work is reviewed to ensure conformance with standards, procedures and instructions.

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

ILLUSTRATIVE EXAMPLES OF WORK PERFORMED:

To record information from clients for employment and training services.

To evaluate client's work history and classify through use of the Dictionary of Occupational Titles.

To advise clients of employment and training possibilities based on their qualifications.

To contact employers to check and verify client placement and to obtain labor market information.

To contact employers to obtain job orders or to provide information pertaining to the availability of potential workers.

To make field visits to employers to explain employment and training programs and to ascertain employer needs.

To respond to telephone inquiries for unemployment insurance or temporary disability insurance (TDI) information.

To process initial and continued claims for unemployment insurance and TDI benefits; to authorize payment of benefits to eligible clients via a computer automated system.

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

To schedule eligibility review interviews and to assist in determining clients' continuing eligibility.

To process unemployment insurance, TDI and federal, state, and veterans' claims; to audit claims payment records.

To authorize unemployment insurance and TDI payments for qualified claimants.

To do related work as required.

REQUIRED QUALIFICATIONS FOR APPOINTMENT:

KNOWLEDGES, SKILLS AND CAPACITIES: A working knowledge of routine office methods; a familiarity with the concepts of Rhode Island Temporary Disability Insurance, Employment Security, Job Training Partnership Acts; the ability to follow oral and written instructions; the ability to read and interpret a variety of printed forms; the ability to conduct information gathering interviews; the ability to assist clients in the completion of forms; 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 which requires a review and evaluation of information gained through interviewing to obtain and record facts.

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

Class Revised: October 7, 1990

Editorial Review: 3/15/03