

**CLASS TITLE: PRINCIPAL EMPLOYMENT SECURITY
INTERVIEWER**

**Class Code: 02795400
Pay Grade: 22A
EO: B**

CLASS DEFINITION:

GENERAL STATEMENT OF DUTIES: To counsel persons with vocational adjustment or placement problems; to provide applicants with technical assistance to formulate vocational goals and/or plans which are directed toward placement and job satisfaction; to process disputed claims, both intrastate and interstate, filed under provisions of the Rhode Island Employment Security Act, Temporary Disability Insurance Act and Unemployment Insurance Laws of the federal government and other states; to review and analyze these claims conducting investigations, gathering facts, making decisions on disputed claims, writing reports, accepting appeals; and to do related work as required.

SUPERVISION RECEIVED: Works under the general supervision of a superior who reviews work for results obtained and for conformity with law, regulation, policy, procedure, and standard.

SUPERVISION EXERCISED: May supervise lower grade interviewing and clerical staff as required.

ILLUSTRATIVE EXAMPLES OF WORK PERFORMED:

To conduct counseling interviews with individual applicants requiring professional assistance with employment problems.

To conduct fact-finding interviews with claimants whose eligibility is questioned, gathering facts, discerning the legal issue involved, making a decision, documenting same, and advising the individual of his/her rights under the law.

To identify and analyze job applicant's problems and factors influencing such problems; to assist the individual in correcting same.

To participate in special interviews and investigations for the purpose of resolving complex issues relating to appeals, labor disputes and medical certifications.

To write decisions and reports on results of fact-finding interviews and investigations.

To interpret findings and results of aptitude and other tests together with other pertinent data to advise and assist applicants with vocational adjustment and placement related problems.

To develop individual plans for overcoming problems related to the world of work, counseling the applicant at intervals along the way to improve chances for success.

To assist in training and instructing new employees as well as retraining and review for staff improvement.

To do related work as required.

REQUIRED QUALIFICATIONS FOR APPOINTMENT:

KNOWLEDGES, SKILLS AND CAPACITIES: A working knowledge of the Rhode Island Employment Security and Temporary Disability Insurance laws; a working knowledge of state labor laws and business employment requirements in Rhode Island; a working knowledge of English grammar, arithmetic and modern office practices; a working knowledge of counseling and interviewing techniques and processes; a working knowledge of testing and interpretation of test results; the ability to gather facts, determine critical issues and write clear statements to document decisions; the ability to advise and counsel job applicants to help them overcome job related problems; the ability to conduct effective interviews; and related capacities and abilities.

EDUCATION AND EXPERIENCE:

Education: Such as may have been gained through: graduation from a college of recognized standing with course work in psychology, public administration, business administration, or personnel administration; and

Experience: Such as may have been gained through: employment in a responsible position in such public or private fields as employment security, personnel administration, employment counseling, social case work, labor law enforcement or work in related fields.

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

Class Revised: December 21, 1986

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