External - Job Order Detail

STATE OF MONTANA IS AN EQUAL OPPORTUNITY EMPLOYER

Department: **DEPARTMENT OF LABOR & INDUSTRY**
Division: Unemployment Insurance
Bureau: Claims Processing Center
Date Posted: 11/25/2008
Job Category: Office and Administrative Support
Position Number: 66202237
Position Title: Unemployment Insurance Claims Examiner
Bargaining Unit: 038
Union: MPEA
Location: HELENA
Job Status: Full Time Permanent
Salary: $27,858.00 to $31,807.00
Salary Unit: Year
Additional Salary Info: Applicants' qualifications will be assessed based on minimum qualifications and in accordance with Pay Plan Rules. Successful applicant's pay will be set using the above salary range based on qualifications.
Shift: Daytime
Band: 4
Closing Date: 12/10/2008
Supplement Required: Yes

Applications must be received by 5:00pm on the closing date.

Apply to your Local Montana Job Service Center
- OR -
State Agency:
DEPARTMENT OF LABOR & INDUSTRY
P.O. Box 1728
HELENA, MT 59624
Phone: (406) 444-3710
Fax: 444-3685
TTY: 444-0532
E-mail: dliapps@mt.gov

Special Information:

Up to six positions may be filled from this vacancy announcement. You need to submit only one application to be considered for the applicant pool. This job requires extended periods of time seated at a computer doing data entry and gathering information from employer and claimant customers via telephone.

The successful applicant must receive positive job references. Pay for employees new to the Department will be set at one step below the salary of employees with similar qualifications and shall have pay adjusted to the appropriate salary following successful completion of the trial period.

For more job details and application materials see http://dli.mt.gov/jobopenings/ Upon date of hire, eligible for 100% state paid premiums for employee "core" medical, dental, and basic life insurance coverage (dependent coverage and supplemental options available at an additional cost). Earn 15 working days of vacation, 12 sick leave, and 10 paid holidays per year. Membership in a Retirement System with the state matching begins upon the first day of employment (vesting criteria applies).

Duties:

This position files unemployment insurance claims for unemployed workers; identifies and collects the information necessary to adjudicate potentially disqualifying circumstances; adjudicates certain claims issues; and serves as a resource by researching and communicating information requested by applicants, claimants, employers, and other interested parties. Is the primary point of contact with parties interested in the Montana Unemployment Insurance Benefits system and provides the critical first step in what often times is a very complex process. Files all types of unemployment claims and gathers facts from both the claimants and the employers for benefits payment control, charging issues, monetary determinations and non-monetary issues. Identifies and investigates all potential issues and then determines when sufficient information have been gathered to allow for proper adjudication. Adjudicates "attending apprenticeship training", "quit to follow" and "quit to move" issues.

Competencies:

Requires the ability to analyze, organize, and interpret highly complex benefit claim information from various sources to determine claimants' benefit source, eligibility and potential charges to employer accounts. Must be skilled in the use of personal computers, databases, and computer software. Must have the ability to learn and apply policies, procedures, and regulations that are required to perform assigned work and explain claims process and reasons and need for information request to others.

Must have behavioral skills in Commitment to Task and Individual Responsibility, Quality and Continuous Improvement, Customer Focus, Integrity and Ethics in the Workplace, and Continuous Learning and Individual Growth.

The Department of Labor and Industry strives to provide an effective customer focused work environment. Our goal is to provide excellent service to all our customers. The core values of this Department are customer focus, individual responsibility, individual growth, ethics in the workplace, and continuous improvement. These values represent the Department's expectations of staff and the ideal employee is one who embraces these values.

Education/Experience:

Knowledge, skills, and abilities are typically acquired through a combination of education and/or experience which includes college level course work in liberal arts or business-related discipline and professional work experience that involves administering, interpreting and applying laws, rules, and regulations. Minimum qualifications require three years of the above related education and/or experience.
The successful applicant(s) with college credits or college degree(s) shown on the application may be required to provide a copy of their college transcripts or diploma upon interview or prior to hire for pay setting purposes.

Application materials required initially for this position include the following:

Signed and completed State of Montana Employment Application (PD-25, Rev. 5/2003 or later). Portions of the application may be photocopied if legible (see application page 1 for instructions).

If Supplement Required, complete application supplement identified with your name and the position number (see attached Supplement Questions if provided).

Application materials required are:

1. SIGNED (typed signatures are considered) and COMPLETED State of Montana Employment Applications (PD 25).
2. Applicants **claiming the Veterans' or Persons with Disability Employment Preferences** (PD-25A) must provide verification of eligibility with the application materials.
3. Completed WRITTEN (typed) RESPONSE to Supplemental Questions.

*Application materials can be obtained from any Job Service office or downloaded from http://dli.mt.gov or http://dli.mt.gov/jobopenings. Applications must be received by 5:00 p.m. on closing date. Applications will be rejected for late, incomplete or unsigned application materials. Applications will be accepted via email, fax, or postal mail using addresses provided on front page.

**MPEA selection will be based on the following:

Qualifications = 30% Capabilities = 60% Seniority = 10%

***If reasonable accommodations are required, please notify Office of Human Resources (406) 444-3710/444-4534 in advance.

Supplemental Questions:

The information you provide on this application supplement will be used by the selection panel in combination with your education and experience to determine which applicants will be selected for an interview. Your responses will be viewed apart from your state application and other application material, therefore, IT IS IMPORTANT TO PROVIDE SPECIFIC INFORMATION REGARDING NAMES OF EMPLOYERS, DATES, JOB TITLES, ETC. In order to receive full credit, you must express yourself fully and completely. Do not expect the selection panel to make assumptions based upon your application, resume, or other materials when rating your application supplement.

Please put your name and the position and position number you are applying for at the top of each page. Your responses should be limited to one typewritten page per question. Any responses exceeding this limit will not be considered.

1. Describe your experience interviewing people to gather information for a specific purpose. Please include the time period and context of the work you performed; what techniques and/or methods you used, and their effectiveness in obtaining the information you needed.

2. Communication with internal and external customers of the UI program is critical to the success of this position. Cite specific examples from your experience, which demonstrate your ability to communicate clearly and efficiently, using different communication styles (either verbally or in writing). Include examples of when you had to communicate under difficult circumstances.

3. This job frequently requires the ability to efficiently manage and prioritize several complex duties at the same time. Cite specific examples of when you effectively demonstrated this ability. Include dates, job title/duties, and the context of the work.