### General Description

Performs advanced (senior-level) unemployment insurance claims work. Work involves reviewing, investigating, and processing unemployment insurance claims, reviewing completed work and reports, and preparing and maintaining records and reports. May serve as a lead worker providing direction to others. Works under limited supervision, with considerable latitude for the use of initiative and independent judgment.

### Examples of Work Performed

- Reviews claims, claims corrections, and correspondence to and from claimants and employers on unemployment insurance matters; interviews claimants and employers to gather facts on claims being investigated.
- Reviews requests from claimants for additional wages and deletions of wages.
- Reviews overpayment of unemployment insurance benefits and determines appropriate collection activity; assists claimants in establishing debt repayment plans.
- Issues stop-payment notices as appropriate.
- Issues and reviews past-due notices, liens, assessments and other enforcement actions.
- Verifies liability and charges from other states for Texas wages used to establish out-of-state claims and releases payments on bills received from other states.
- Analyzes programs and procedures to recommend changes or upgrades.
- Testifies at hearings and before courts.
- Researches information and gathers facts from claimants and employers on protested claims.
- Provides technical advice to staff on complex claims adjudication interviews and determinations.
- Prepares and maintains records and reports.
- Conducts unemployment insurance claims training.
- May review and score non-monetary determinations made by other examiners.

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May file electronic bankruptcy claims with the court.

May serve as a lead worker providing direction to others.

Performs related work as assigned.

GENERAL QUALIFICATION GUIDELINES

EXPERIENCE AND EDUCATION

Experience in unemployment insurance claims work. Graduation from an accredited four-year college or university with major coursework in business administration or a related field is generally preferred. Experience and education may be substituted for one another.

KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge of unemployment insurance laws, rules, and regulations; and of the Texas Unemployment Compensation Act.

Skill in using a computer and applicable software.

Ability to review and resolve unemployment insurance claims; to explain and apply laws, rules, and regulations; to conduct claims investigations; to communicate effectively; and to serve as a lead worker providing direction to others.