



## STATE OF COLORADO

### CLASS SERIES DESCRIPTION September 1, 1993

#### UNEMPLOYMENT INSURANCE TECHNICIAN

G3H1IX TO G3H2TX

#### DESCRIPTION OF OCCUPATIONAL WORK

This class series uses two levels in the Administrative Services and Related Occupational Group and describes support work for unemployment insurance. Positions in this class series review, code, verify, and process a variety of forms and documents used in the collection of unemployment tax from employers and payment of benefits to claimants. Work includes determining what data is correct and usable for calculations and contacting others to obtain or provide information.

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**UNEMPLOYMENT INSURANCE TECHNICIAN INTERN** G3H1IX

#### CONCEPT OF CLASS

This class describes the entry level. Work is designed to train positions for the fully-operational level. Although tasks are similar to those of the fully-operational level, assignments are structured and performed with direction and assistance from others. Positions carry out established work processes and operations by learning to apply and follow procedures, techniques, rules, and regulations. Once training has been completed, the position is to be moved to the next level. Positions should not remain in this class indefinitely.

**UNEMPLOYMENT INSURANCE TECHNICIAN** G3H2TX

#### CONCEPT OF CLASS

This class describes the fully-operational level. Positions in this class review documents for accuracy and completeness, obtain correct data or notify and route to others for correction; code and balance charges; review employer records to code documents that assess penalties for incomplete, incorrect, or missing reports; verify wage records with employers and claimants to calculate usable wages and assign

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them to account numbers and benefit quarters; enter and verify data; respond to questions; and, sort, file, and purge records.

**FACTORS**

**Allocation must be based on meeting all of the four factors as described below.**

**Decision Making** -- The decisions regularly made are at the defined level, as described here. Within limits prescribed by the operation, choices involve selecting alternatives that affect the manner and speed with which tasks are carried out. These choices do not affect the standards or results of the operation itself because there is typically only one correct way to carry out the operation. For example, errors in coding, filing, and calculations may affect the accuracy and speed of processing but they do not alter the unemployment insurance operation or processing steps. These alternatives include independent choice of such things as priority and personal preference for organizing and processing the work, proper tools or equipment, speed, and appropriate steps in the operation to apply. For example, positions prioritize their tasks, choose the proper form or code depending on the action to be taken, determine where and when to route documents or refer callers, decide what data to include in calculations, and determine when to verify or obtain further information after reviewing existing records and the method to obtain it. By nature, the data needed to make decisions can be numerous but are clear and understandable so logic is needed to apply the prescribed alternative. Positions can be taught what to do to carry out assignments and any deviation in the manner in which the work is performed does not change the end result of the operation.

**Complexity** -- The nature of, and need for, analysis and judgment is prescribed, as described here. Positions apply established, standard guidelines which cover work situations and alternatives. For example, guidelines include the automated system, its operations and procedures; filing systems and coding schemes; notification forms; and, unemployment insurance policies, regulations, penalties, and processing procedures. Action taken is based on learned, specific guidelines that permit little deviation or change as the task is repeated. For example, the proper notification form depends on the error found; the prescribed penalty to code depends on the nature of the violation; the proper routing or referral depends on the function of other work units and the nature of the call, error, or problem; and, established regulations define usable and exempt wages used in calculations. Any alternatives to choose from are clearly right or wrong at each step. For example, account number schemes must be used in order to correctly assign or credit accounts.

**Purpose of Contact** -- Regular work contacts with others outside the supervisory chain, regardless of the method of communication, are for the purpose of exchanging or collecting information with contacts. This involves giving learned information that is readily understandable by the recipient or collecting factual information in order to solve factual problems, errors, or complaints. For example, positions in this class describe errors and what is needed to correct them, explain penalties and why they were assessed, and collect information on wages and explain what are usable versus exempt wages. Positions also explain policies, procedures, rules, and regulations.

**Line/Staff Authority** -- The direct field of influence the work of a position has on the organization is as an individual contributor. The individual contributor may explain work processes and train others. The

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individual contributor may serve as a resource or guide by advising others on how to use processes within a system or as a member of a collaborative problem-solving team. This level may include positions performing supervisory elements that do not fully meet the criteria for the next level in this factor.

**ENTRANCE REQUIREMENTS**

Minimum entry requirements and general competencies for classes in this series are contained in the State of Colorado Department of Personnel web site.

For purposes of the Americans with Disabilities Act, the essential functions of specific positions are identified in the position description questionnaires and job analyses.

**CLASS SERIES HISTORY**

Effective 9/1/93 (KKF). Job Evaluation System Revision project. Published as proposed 5/10/93.

Revised 3/1/86. Changed title and entrance requirements.

Created 7/1/84. Labor Program Insurance Technicians (A1385 - A1385).

**SUMMARY OF FACTOR RATINGS**

<b>Class Level</b>	<b>Decision Making</b>	<b>Complexity</b>	<b>Purpose of Contact</b>	<b>Line/Staff Authority</b>
UI Technician Intern	na	na	na	na
UI Technician	Defined	Prescribed	Exchange	Indiv. Contributor