

Unemployment Specialist 2

Job Brief:

Under general supervision, is responsible for specialized clerical work of average difficulty and lead work of routine difficulty in the Unemployment Insurance Division; and performs related work as required. This is the minor supervisory class in the Unemployment Specialist sub-series. An employee in this class may supervise. Work requires technical knowledge in the application of unemployment insurance laws and regulations. Incumbents may perform work involving no supervision when work involves handling difficult and complex unemployment insurance issues.

Job Analyzing Data or Information:

Reviews documents for completeness of accuracy.

Examines all types of correspondence/documents concerning unemployment operations.

Coaching and Developing Others:

May identify the developmental needs of others and coaching, mentoring or otherwise helping others to improve their knowledge or skills.

Communicating with Supervisors, Peers, or Subordinates:

Selects appropriate mail recipient based on unemployment issue addressed.

Routes incomplete documents back to originators.

Initiates correction request in restricted access systems.

Communicating with Persons Outside Organization:

Answers questions by phone and written/electronic correspondence from claimants, employers, and their representatives regarding a variety of unemployment insurance

issues, including but not limited to garnishments, liens, account balances, benefit history, overpayments, and appeals processes.

Provides customer service to the public regarding unemployment insurance.

Coordinating the Work and Activities of Others:

May get members of a group to work together to accomplish tasks.

Developing and Building Teams:

May need to encourage and build mutual trust, respect, and cooperation among team members.

Documenting/Recording Information:

May be responsible for scanning Unemployment Insurance documents into various electronic storage systems.

Establishing and Maintaining Interpersonal Relationships:

Develops constructive and cooperative working relationships with others and maintaining them over time.

Evaluating Information to Determine Compliance with Standards:

Uses relevant information and individual judgment to determine whether events or processes comply with unemployment insurance laws, regulations, or standards.

Getting Information:

Identifies factual information concerning unemployment insurance issues.

Guiding, Directing, and Motivating Subordinates:

May provide guidance and direction to subordinates, including setting performance standards and monitoring performance.

Interacting with Computers:

Makes entries into unemployment insurance systems regarding claimant and/or employer information.

May generate logs and reports regarding unemployment insurance.

Interpreting the Meaning of Information for Others:

Follows and carries out existing policies and procedures in accomplishing work and may explain and interpret these policies to unemployment insurance claimants, employers, or other members of the public.

Making Decisions and Solving Problems:

May analyze information and evaluate results to choose the best solution and solve problems.

Organizing, Planning, and Prioritizing Work:

Develops specific goals and plans to prioritize, organize, and accomplish your work.

Performing Administrative Activities:

Verifies information in order to keep files updated and accurate.

Files reports alphabetically and numerically.

Routes calls to the proper recipient.

Prepares records for electronic storage.

Opens and sorts mail.

Processing Information:

Assisting in the process of unemployment insurance transactions involving both employers and claimants, including but not limited to, garnishments, liens, account balances, benefit history, overpayments, and appeals process.

Resolving Conflicts and Negotiating with Others:

May handle complaints, settle disputes, and resolve conflicts or otherwise negotiating with others.

Scheduling Work and Activities:

May schedule events, programs, and activities as well as the work of others.

Updating and Using Relevant Knowledge:

Keeps up-to-date technically and applies new knowledge to your job duties.

Requirements and Skills:

Education and Experience: Education equivalent to graduation from a standard high school and experience equivalent to two years of full-time clerical work including at least one year of full-time work in unemployment benefits, insurance, or accounting.

Substitution of Education for Experience: Qualifying course work from an accredited college or university may substitute for the required non-specialized experience on a year-for-year basis to a maximum of one year; additional course work from an accredited college or university equivalent to 9 quarter hours of accounting or bookkeeping may be substituted for the specialized experience up to one year.

Substitution of Experience for Education: Additional qualifying full-time clerical experience may substitute for the required education, on a year-for-year basis, to maximum of four years.

Necessary Special Qualifications: None.

Examination Method: Education and Experience, 100%, for Preferred Service positions.



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