

Unemployment Specialist 1

Job Brief:

Under general supervision, performs specialized clerical work of average difficulty in the Division of Unemployment Insurance; and performs related work as required. This is the entry-working class in the Unemployment Specialist series. Work requires technical knowledge in the application of unemployment insurance laws and regulation. This class differs from that of Unemployment Specialist 2 in that an incumbent of the latter may supervise a small clerical staff or perform more complex and difficult support tasks within the Unemployment Insurance Division.

Job Duties:

Analyzing Data or Information:

Reviews documents for completeness of accuracy.

Examines all types of correspondence/documents concerning unemployment operations.

Communicating with Supervisors, Peers, or Subordinates:

Selects appropriate mail recipient based on unemployment issues 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.

Documenting and 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.

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.

Prepares records for electronic storage.

Files reports alphabetically and numerically.

Routes calls to the proper recipient.

Opens and sorts mail.

Processing Information:

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

Updating and Using Relevant Knowledge:

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

Requirements and Skills:

Education and Experience:

Education equivalent to graduation from a standard high school and experience equivalent to one year of full-time clerical work.

Substitution of Education for Experience:

Qualifying coursework 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 coursework 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 a maximum of four years.

Necessary Special Qualifications:

None.

Examination Method:

Education and Experience, 100%, for Preferred Service positions.

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