

## UNEMPLOYMENT CLAIMS COORDINATOR

### DEFINITION

Manages and coordinates the unemployment insurance benefit claims process and activities.

### TYPICAL DUTIES

Researches and analyzes unemployment claims made against the District related to, but not limited to, separations, suspensions, and discipline and recommends appropriate action.  
Reviews claimants' appeals and prepares written arguments and briefs in support of the District's position.  
Attends meetings and hearings and represents the District before State ALJs.  
Reviews notices of unfavorable decisions by the Employment Development Department (EDD) and administrative law judge (ALJ) regarding all unemployment claims and makes recommendations as to whether it would be in the District's best interest to appeal.  
Files evidence documents in appeals offices and prepares requests for information.  
Coordinates the processing of unemployment insurance claims, including obtaining, checking, recording, and evaluating information related to an employee's work history.  
Prepares witnesses, documentation, and representation needed for unemployment hearings.  
Interfaces with various Human Resource Offices, Personnel Commission, divisions, offices, and school sites to obtain information and documentation related to specific unemployment claims and hearings.  
Reviews and evaluates claims and claim outcomes to determine best practice guidelines and supports the implementation of the practices.  
Compiles and analyzes claims data and makes recommendations for policy, procedural, legal, and rule changes.  
Develops and provides technical guidance and support for administrators regarding the District's policies, procedures, and programs related to unemployment.  
Remains current with statutory and regulatory changes and court decisions in order to make recommendations for appropriate administrative response.  
Maintains a library of reference material.  
Performs related duties as assigned.

### DISTINGUISHING CHARACTERISTICS AMONG RELATED CLASSES

An Unemployment Claims Coordinator administers and participates in the processing activities of unemployment claims made against the District and represents the District at hearings.

A Workers' Compensation Claims Processing Supervisor supervises and participates in the claims processing activities of the Workers' Compensation Unit.

### SUPERVISION

General direction is received from an administrator. Supervision is exercised over lower-level personnel as assigned.

## CLASS QUALIFICATIONS

### Knowledge of:

Principles and practices, legal statutes, civil procedures, administrative regulations, and evaluation techniques relating to unemployment insurance  
Laws and regulations related to the Unemployment Insurance Code  
Rules and regulations of the Unemployment Insurance Appeals Board  
Standard claims evaluation techniques  
California State law regulations and policies pertaining to employees and collective bargaining  
Rules, regulations, policies, procedures, organization, and functions of the Los Angeles Unified School District  
Legal resources, methods of legal research and terminology  
Principles of supervision, training, employee evaluations, and employee relations  
Computers and software applications, including Word, Access, Excel, PowerPoint, and Adobe Acrobat.

### Ability to:

Analyze, interpret, and apply laws, rules, and regulations pertaining to unemployment insurance  
Analyze individual claims and use judgment and tact in recommending or exercising appropriate action  
Research, interpret, and apply specific rules, laws, bargaining agreements and policies  
Establish and maintain appropriate project deadlines and manage multiple projects  
Train and advise on unemployment principles  
Represent the organization in hearings and other meetings  
Effectively present information using attention to detail and accuracy  
Work under pressure and adapt to changes in work situations and priorities  
Write clear, comprehensive, and accurate reports  
Interpret statistics and make accurate arithmetical computations  
Utilize various computer applications such as spreadsheet, word processing, and email computer software programs  
Work effectively with District personnel and the public  
Exercise initiative, sound judgment, and work independently

## ENTRANCE QUALIFICATIONS

### Education:

Graduation from a recognized college or university, preferably supplemented by courses in public, business, school administration, law or related field. Certification as a Paralegal or an associate's degree in paralegal studies from an accredited post-secondary institution and two additional years of qualifying experience beyond that required may be substituted for the required education, provided that graduation from high school or evidence of equivalent educational proficiency is met.

### Experience:

Two years of experience performing duties that required researching, analyzing and preparing legal and/or administrative documents in employee discipline, administrative hearings, court trials, or labor relations. Work direction or supervisory experience is preferable.

Special:

A valid driver's license to legally operate a motor vehicle in the State of California and the availability of private transportation.

This class description is not a complete statement of essential functions, responsibilities, or requirements. Entrance requirements are representative of the minimum level of knowledge, skill, and/or abilities. To the extent permitted by law, management retains the discretion to add or change typical duties of a position at any time, as long as such addition or change is reasonably related to existing duties.

Revised  
04-06-23  
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