UNEMPLOYMENT CLAIMS SPECIALIST

DEFINITION

Provides payroll and assignment specifications in the development and maintenance of the unemployment management system; and researches and analyzes information and data related to all aspects of the District's unemployment efforts.

TYPICAL DUTIES

Collaborates with various units in ITD (BASE, Enterprise Applications and Email) to develop and then maintain the unemployment management system (UMS), including system requirements, process designs, business analysis and data mapping as relevant to payroll and assignments.

Responds to California State Employment Development Department's (EDD) requests for wage audits using payroll information in SAP.

Conducts research and provides required information and documentation related to employee's payroll and position assignment history, including identification of time reporting errors.

Analyzes initial and quarterly benefit payment notices provided by the EDD to confirm accurate wages and percentage of liability to provide the District data.

Compiles and analyzes payroll and assignment data extracted from SAP and the UMS to prepare requested reports on such issues as claims, hearings, determinations, decisions and costs.

Identifies employees requiring annual reasonable assurance notices utilizing SAP and information provided by Human Resources; and uploads and maintains documentation of annual assurance notices into UMS.

Collects, updates, and uploads summer assignments from various offices and divisions utilizing FileNet, SAP, UMS, and file-sharing software; and provides summer assignment reports and assignment history for claims and hearings.

Supports the coordination of internal functions to meet deadlines of actionable items, monitors deadlines, and ensures deadlines are met.

Develops and maintains standard operating policies and procedures and job aides related to the unemployment management system, and routine reporting and tasks.

Collects, organizes, and makes available: claim and hearing responses, communications provided to employees regarding summer assignments, suspensions, and separations.

Performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS AMONG RELATED CLASSES

An Unemployment Claims Specialist provides guidance in the development of the unemployment management system related to payroll and assignment activities and provides continuous functional expertise; and maintains, extracts, and analyzes data related to unemployment claims.

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

SUPERVISION

General supervision is received from an administrator. No supervision is exercised.

CLASS QUALIFICATIONS

Knowledge of:

Functionality and processes of SAP Human Capital Management System
Principles, practices, and procedure of payroll administration
Time reporting and pay procedures
District employee assignments, including various District basis schedules
Functions of various District divisions and offices and the positions within the divisions and offices
Research, statistical, and forecasting methods used in payroll analysis and management
Fundamentals of systems analysis for data processing

Ability to:

Analyze, interpret, and apply laws, rules, and regulations pertaining to unemployment insurance
Effectively navigate through SAP and process transactions
Understand payroll and data processing systems
Conduct investigations and analyze systems, methods, and procedures
Establish and maintain appropriate project deadlines and manage multiple projects
Effectively utilize computer equipment and software in the performance of duties
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
Work effectively with District personnel and the public
Utilize Microsoft operating systems: Word, Excel, and PowerPoint

ENTRANCE QUALIFICATIONS

Education:

Graduation from a recognized college or university. Qualifying experience beyond that required may be substituted for the required education on a year-for-year basis up to two years, provided that graduation from high school or evidence of equivalent educational proficiency is met.

Experience:

Three years of experience utilizing the payroll functions of the SAP Human Capital Management System. Experience in utilizing the personnel/human resources functions of the SAP Human Capital Management System is preferable.

Special:

A valid California driver license and the availability of private transportation or the ability to utilize an alternative method of 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.

New Class
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