

CLAIMS INVESTIGATOR (ESC)

This is investigative work to detect violations of provisions of the Employment Security Law. Work is primarily concerned with the collection and interpretation of payroll or other information regarding wages for determining probable fraud, and/or overpayments of benefits, and the disposal of these cases through prosecution and/or requests for repayment. Work also involves conducting investigatory hearings on possible violations, and the explanation and interpretation of applicable laws regarding fraudulent activity.

I. DIFFICULTY OF WORK:

Variety and Scope - Investigations involve assuring compliance with the Employment Security Law and applicable rules and regulations by claimants, employers, and agency employees. Investigative techniques used and the procedures for processing investigative findings are generally standardized, although analysis of findings may vary.

Intricacy - Violations of law are usually established by a comparison of payroll records to wages reported by the claimant. Some violations involve employer-claimant collusion resulting in the absence of essential records, thereby requiring solicitation of information from various sources, surveillance, or other investigative methods to establish employment. Assistance is provided court officials in preparing cases of probable fraud.

Subject Matter Complexity - Work requires a knowledge of investigative techniques, a general understanding of bookkeeping principles and methods, a thorough understanding of State provisions regarding the payment of Unemployment Insurance benefits, and a general knowledge of court procedures

Guidelines - General statutes of Employment Security Law, agency rules and regulations, legal precedents, and commission decisions regarding payment of Unemployment Insurance benefits are utilized. Federal guidelines and regulations regarding misuse of Employment Security funds and internal policies established by management and/or supervisor are also used.

II. RESPONSIBILITY:

Nature of Instructions - Priorities in types of cases to be investigated are established by supervisor, but employees independently plan their case investigations within these broad priorities. Unusual and/or unprecedented procedural, technical, and legal or policy interpretations are referred to the supervisor.

Nature of Review - Investigation reports on cases in which fraud is found are reviewed for appropriateness of recommendations on prosecution or other disposition based on supporting data uncovered during the investigation. Investigation reports involving non-fraudulent overpayment of benefits are examined for correctness of mathematical computations of overpayment and periods of time involved.

Scope of Decisions - Decisions affect those individuals found fraudulent and/or overpaid in benefits; decisions range from making a recommendation on prosecution, to disqualifying an individual from Unemployment Insurance benefits for one year, to establishing an overpayment amount which must be repaid before the individual can receive additional benefits.

Consequence of Decisions - Errors in investigations may lead to a fraudulent party escaping detection with the resulting loss in monies which cannot be recovered or, on the other hand, to the prosecution of an innocent party.

III. INTERPERSONAL COMMUNICATIONS:

Scope of Contacts – Work involves contact with Unemployment Insurance claimants, employers, ESC employees, law enforcement officers, judges, prosecutors, and other court personnel, and the general public.

Nature and Purpose - Contacts are for the purpose of examining employer payroll records to determine whether probable fraud exists, securing testimony and conducting hearings regarding fraud, and assisting in the prosecution of those individuals found fraudulent by explaining applicable laws to the courts and by testifying to the investigative findings.

IV. OTHER WORK DEMANDS:

Work Conditions - Work is generally performed in employer's place of business, in local offices of the Employment Security Commission, in courtrooms, or in a variety of other locales when necessary to gather data relating to an investigation. Frequently, conditions are stressful due to the implications of wrongdoing involved in a fraud investigation.

Hazards - The possibility of physical harm from those individuals being investigated exists, but the minor nature of criminal offenses involved reduces this possibility.

V. RECRUITMENT STANDARDS:

Knowledges, Skills, and Abilities - Thorough knowledge of the provisions of the Employment Security Law, rules, regulations, and procedures relating to the payment of Unemployment Insurance benefits. Ability to analyze and interpret payroll data to determine if fraud has been committed, to express oneself clearly in oral or written form, to apply investigative techniques, and to establish and maintain effective working relationships with employers and representatives of the court.

Minimum Education and Experience - Graduation from a four-year college or university and two years of experience in work that provides considerable understanding of Unemployment Insurance benefits programs or other programs of a similar nature, or work involving the application of advanced investigative techniques, or work in a related field; or an equivalent combination of education and experience.