

BENEFIT PAYMENT CONTROL SUPERVISOR

This position supervises all activities of the Claims Investigators (ESC) involved in the investigation of suspected fraud under the Employment Security Law, and is responsible for the Benefit Payment Control clerical support unit. Employee reports to the UI Assistant Director for Benefit Claims Administration. Employee is responsible for training, program implementation, monitoring, and evaluation of staff.

I. SUPERVISORY/MANAGERIAL FUNCTIONS:

Planning - Employee is responsible for both short and long range planning which involves developing goals to deter potential fraudulent activity and detect fraudulent activity that occurs. Employee must establish innovative methods to accomplish these goals. Planning also involves the incorporation of automation and responding to external changes resulting from new technology and/or changes in policy or procedures. Employee maintains communication with local offices and other agency units to ensure program integrity.

Organizing and Directing - Employee is responsible for developing and modifying work flow for the Benefit Payment Control Unit. Employee makes adjustments in operations, organizational design and procedures to respond to changing program needs, new technology and new laws or regulations. Employee alters schedules and assignments, working through subordinate supervisors. Employee consults with the UI Assistant Director for Benefit Claims Administration when considering major procedural or organizational changes.

Budgeting - Employee is limited to making recommendations to supervisor regarding personnel, equipment, and space based on previous years' expenditures and projections for the new fiscal year.

Training - Employee is responsible for the development and implementation of training programs for the Benefit Payment Control Unit. External and internal resources are utilized to provide necessary training. The Benefit Claims Audit Supervisor and the Benefit Technician (ESC) provide training for staff supervised with the approval of this employee.

Setting Work Standards - Employee is responsible for establishing work methods, policies, and procedures for units supervised with approval from high level supervisor. Employee sets goals on quality and quantity of work and assures that work is in accordance with agency standards, and that goals are met through work review. Employee is responsible for the development and implementation of new fraud prevention and detection programs in conjunction with agency computer personnel and management.

Reviewing Work - Employee reviews work of subordinate supervisors through consultation and personal observation, monthly reports, WPPR, and unit accomplishments. Employee insures that supervisors review work performance of their staff. Employee reviews cases where prosecution has been recommended to determine the appropriateness of the recommendation.

Counseling and Disciplining - Employee is responsible for counseling and initiating disciplinary actions of personnel supervised. Employee issues oral or written reprimands and recommends dismissal to higher level supervisor in cases of severe disciplinary problems.

Performing Other Personnel Functions - Employee is responsible for work planning and performance ratings of units supervised and makes recommendations of approval for promotions and salary increases to higher level supervisor. Employee interviews and selects new personnel for vacancies that occur within units supervised and submits recommendations to higher level supervisory personnel for final approval.

II. SCOPE AND NATURE OF WORK SUPERVISED:

Dynamics of Work Supervised - Federal guidelines involving fraud prevention change periodically. Employee must respond to changes in technology or agency procedures and make adjustments to ensure program effectiveness is maintained.

Variety of Work Supervised - Employee supervises units concerned with the common goal of fraud prevention and detection and the collection of overpaid benefits.
employees.

Number of Employees Responsible For - Employee supervises 41 to 100 employees.

III. EXTENT OF SUPERVISION RECEIVED: Work is performed independently, however, employee receives instructions from the UI Assistant Director for Benefit Claims on unusual or sensitive issues.

IV. SPECIAL ADDITIONAL CONSIDERATIONS:

Supervision of Shift Operation - N/A

Fluctuating Work Force - N/A

Physical Dispersion of Employees - Staff is disseminated statewide.

V. RECRUITMENT STANDARDS:

Knowledges, Skills, and Abilities - Considerable knowledge of the Employment Security Commission and its functions. Knowledge of regulations and procedures of the Employment Security Law relating to the payment of unemployment insurance compensation benefits, and federal laws relating to fraud prevention and detection. Ability to express oneself clearly in oral and written form. Ability to establish and maintain an effective working relationship with subordinates; coworkers; owners of businesses and industries; and State, Federal, and local agencies. Ability to conduct investigations relative to suspected fraudulent claims to unemployment insurance, and suspected fraudulent acts committed by agency employees. Ability to supervise and conduct management functions.

Minimum Training and Experience Requirements- Graduation from a four-year college or university and two years of experience in unemployment insurance investigative work, or related field; or an equivalent combination of training and experience.