

## Program Specialist

Job Code	Job Title	Pay Grade
4158A6	Program Specialist I	21
4159A6	Program Specialist II	23
4160A6	Program Specialist III	26

### CONCEPT:

This is technical and specialized work interviewing clients to obtain information needed to determine eligibility for unemployment insurance benefits, training programs, job referrals and other program services.

### TASKS:

- Obtains information from clients and assesses needs and eligibility for programs and services; identifies and refers eligible clients to programs and/or services; provides clients with information about other available programs, services and/or resources.
- Contacts employers in order to provide or obtain information relating to program activities; explains program activities and services to employers.
- Processes information obtained from various sources in accordance with standard procedures, rules and regulations.
- Prepares written reports on information obtained in interviews with clients or contacts with employers; prepares correspondence to employers and clients; prepares reports on office activity.
- Adjudicates nonmonetary determinations on initial and continued claims based on information received from claimants and employers and in accordance with applicable laws, rules, regulations, court decisions and appeals.
- Determines employer charge/noncharge responsibility based on information secured from the claimant by interview and correspondence, and/or information received from the employer; notifies employers of their responsibility, if charged.
- Issues written determinations that deny or clear payment of benefits.
- Determines clients' eligibility for admittance to vocational training programs, jobs and other services that are in accordance with federal regulations and targeted areas of the population.
- Develops individualized employment and training programs with clients to outline objectives and to determine a timetable by which to meet objectives.
- Monitors clients' progress through training programs and provides pre-employment counseling; contacts other agencies in resolving a wide range of situational problems.
- Prepares and negotiates for training and supportive services with private employers, public agencies and educational institutions; monitors use of funds for each client.

### LEVELS OF WORK

- Class Group consists of three classes.

**Program Specialist I:** This is technical work interviewing clients to obtain information needed to determine eligibility for unemployment insurance benefits, training programs, job referrals and other program services.

**Minimum Requirements:** One year of experience interacting with clients, customers, or the public in a social service, customer service, or problem resolution setting. Education may be substituted for experience as determined relevant by the agency.

**Necessary Special Requirements:** Some positions in this class are Disabled Veterans' Outreach Program (DVOP) and Local Veterans' Employment Representative (LVER) positions. (DVOP) positions: Candidate must be a qualified disabled veteran or other qualified veteran. (LVER) positions: Candidate must be a qualified disabled veteran, veteran, or eligible person as set out in Title 38 USC Section 4101(5).

**Program Specialist II:** This is technical work that includes investigating and deciding unemployment insurance disqualification, disputed claims eligibility issues, and the chargeability of employer experience rating accounts; or, determining clients' training needs and eligibility, developing individualized training programs, and monitoring progress and results.

**Minimum Requirements:** Two years of experience interacting with clients, customers, or the public in a social service, customer service, or problem resolution setting. Education may be substituted for experience as determined relevant by the agency.

**Necessary Special Requirements:** Some positions in this class are Disabled Veterans' Outreach Program (DVOP) and Local Veterans' Employment Representative (LVER) positions. (DVOP) positions: Candidate must be a qualified disabled veteran or other qualified veteran. (LVER) positions: Candidate must be a qualified disabled veteran, veteran, or eligible person as set out in Title 38 USC Section 4101(5).

**Program Specialist III:** This is supervisory and administrative work. Work includes planning, assigning and directing the work of subordinate staff providing unemployment insurance or employment and training services to clients in a field office or in a unit of an administrative office, assigning, reviewing and evaluating the work of employees engaged in technical activities, reviewing unit operations and work load in order to adjust staff work assignments; may adjudicate more complex benefit determination issues and prepares or directs the preparation and maintenance of unit records and reports and provides data for higher level management decisions.

**Minimum Requirements:** Three years of experience interacting with clients, customers, or the public in a social service, customer service, or problem resolution setting. Education may be substituted for experience as determined relevant by the agency.

**Necessary Special Requirements:** Some positions in this class are Disabled Veterans' Outreach Program (DVOP) and Local Veterans' Employment Representative (LVER) positions. (DVOP) positions: Candidate must be a qualified disabled veteran or other qualified veteran. (LVER) positions: Candidate must be a qualified disabled veteran, veteran, or eligible person as set out in Title 38 USC Section 4101(5).

REF: 12/13

REV: 6/24