

POSITION STATEMENT

1. POSITION INFORMATION	
CIVIL SERVICE CLASSIFICATION:	WORKING TITLE:
Accounting Technician	<i>Accounting Technician</i>
NAME OF INCUMBENT:	POSITION NUMBER:
	280-653-1741-XXX
OFFICE/SECTION/UNIT:	SUPERVISOR'S NAME:
Benefit and Claims Processing Operations	
DIVISION:	SUPERVISOR'S CLASSIFICATION:
Integrity and Accounting Division	Sr. Accounting Officer Supervisor
BRANCH:	REVISION DATE:
Unemployment Insurance	1/12/2024
Duties Based on: ☒ FT ☐ PT– Fraction _____ ☐ INT ☐ Temporary – _____ hours	
2. REQUIREMENTS OF POSITION	
Check all that apply: ☐ Conflict of Interest Filing (Form 700) Required ☐ May be Required to Work in Multiple Locations ☐ Requires DMV Pull Notice ☐ Travel May be Required ☐ Call Center/Counter Environment ☒ Requires Fingerprinting & Background Check ☐ Bilingual Fluency (<i>specify below in Description</i>) ☐ Other (<i>specify below in Description</i>)	
Description of Position Requirements: (e.g., qualified Veteran, Class C driver's license, bilingual, frequent travel, graveyard/swing shift, etc.)	
3. DUTIES AND RESPONSIBILITIES OF POSITION	
Summary Statement: (Briefly describe the position's organizational setting and major functions)	
Under the close supervision of the Senior Accounting Officer (Supervisor), the Accounting Technician performs routine semi-professional program accounting work related to the Claims Processing and Benefit Payment Control activities that include fraud prevention and detection, establishment of overpayments, employer and claimant assistance and maintenance of employer and claimant accounts to ensure the integrity of the Unemployment Insurance (UI) Trust Fund. The incumbent makes routine monetary eligibility determinations and adjustments as they relate to the various Claims Processing and Benefit Payment control workload processes, and utilizes a variety of databases, analyzes information obtained from a variety of Federal, State and Departmental sources in determining the appropriate action to take as it relates to the Unemployment Insurance (UI) and Disability Insurance (DI) programs. The incumbent needs to be flexible and adaptable to frequent workload changes based on organizational workload priorities.	

Percentage of Duties	Essential Functions
40%	Analyzes and reviews wage information for routine case assignments for accuracy and completeness, identifies irregular wage items and processes required wage adjustments, elevates cases where appropriate, makes decisions based on available wage information and through accurate interpretation and application of the information provided, and takes appropriate action. Reviews reporting documents received from employers and claimants to determine monetary eligibility, calculate and process wages adjustments in the recomputation of UI and DI claims, and the establishment of UI fraud overpayments due to improper benefit payments.
35%	Researches, follows-up, and resolves customer inquiries. Advises customers of changes to the process, investigates missing payments and wage credits to determine if reported information is correct and takes action to update and maintain employer and claimant accounts as needed. Investigates questionable or fraudulent documentation and makes logical determinations based on the information provided. Elevates calls from irate customers.
15%	Participates on special projects or assignments, works independently or in a team environment to improve quality services to our customers and to improve processes. Provides feedback to the project leader and manager on a continuous basis regarding status of assignments. Prepares and maintain reports of time and production. Provides input to management by identifying, documenting, and making recommendations to system and procedural problems.
Percentage of Duties	Marginal Functions
5%	Assists with other UI Branch workloads when priority workloads are backlogged.
5%	Performs other duties as assigned.
4. WORK ENVIRONMENT <i>(Choose all that apply)</i>	
Standing: Occasionally - activity occurs < 33%	Sitting: Frequently - activity occurs 33% to 66%
Walking: Occasionally - activity occurs < 33%	Temperature: Temperature Controlled Office Environment
Lighting: Artificial Lighting	Pushing/Pulling: Occasionally - activity occurs < 33%
Lifting: Occasionally - activity occurs < 33%	Bending/Stooping: Occasionally - activity occurs < 33%
Other: <i>Click here to enter text.</i>	
Type of Environment: ☐ High Rise ☒ Cubicle ☐ Warehouse ☐ Outdoors ☐ Other:	
Interaction with Customers: ☐ Required to work in the lobby ☐ Required to work at a public counter ☒ Required to assist customers on the phone ☐ Required to assist customers in person ☐ Other:	
5. SUPERVISION EXERCISED: (List total per each classification of staff)	

Civil Service Classification
Accounting Technician

Position Number
280-653-1741-XXX

None

6. SIGNATURES

Employee's Statement:

I have reviewed and discussed the duties and responsibilities of this position with my supervisor and have received a copy of the Position Statement.

Employee's Name:

Employee's Signature:

Date:

Supervisor's Statement:

I have reviewed the duties and responsibilities of this position and have provided a copy of the Position Statement to the employee.

Supervisor's Name:

Supervisor's Signature:

Date:

7. HRSD USE ONLY

Personnel Management Group (PMG) Approval

☒ Duties meet class specification and allocation guidelines.

☐ Exceptional allocation, STD-625 on file.

PMG Analyst Initials

KV

Date Approved

1/12/2024

Supervisor: After signatures are obtained, make 2 copies:

- Send a copy to HRSD (via your Attendance Clerk) to file in the employee's Official Personnel File (OPF)
- Provide a copy to the employee
- File original in the supervisor's drop file