

POSITION STATEMENT

1. POSITION INFORMATION

CIVIL SERVICE CLASSIFICATION:	WORKING TITLE:
Student Assistant	<i>Student Assistant</i>
NAME OF INCUMBENT:	POSITION NUMBER:
	280-653-4870-946
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	12/5/2023

Duties Based on: ☒ FT ☐ PT– Fraction _____ ☐ INT ☐ Temporary – _____ hours

2. REQUIREMENTS OF POSITION

Check all that apply:

- | | |
|--|--|
| ☐ Conflict of Interest Filing (Form 700) Required | ☐ Call Center/Counter Environment |
| ☐ May be Required to Work in Multiple Locations | ☒ Requires Fingerprinting & Background Check |
| ☐ Requires DMV Pull Notice | ☐ Bilingual Fluency (<i>specify below in Description</i>) |
| ☐ Travel May be Required | ☐ 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.)

[Click here to enter text.](#)

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 Student Assistant in a learning capacity performs routine accounting work and account maintenance functions 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 assists in making 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. In addition, the incumbent also assists with other UI Branch workloads when priority workloads are backlogged.

The incumbent needs to be flexible and adaptable to frequent workload changes based on organizational workload priorities.

Percentage of Duties	Essential Functions
40%	Assist in reviewing case assignments for accuracy and completeness and identifies any irregular items that need further action, makes decisions based on the facts and through accurate interpretation and application of resources provided and takes appropriate action.
20%	Assist in researching, following-up, resolving customer inquiries, advising customers of changes in the process. Assist in investigating and identifying situations that are questionable or fraudulent, and draws logical conclusions and makes determinations based on facts.
20%	Returns documents to employers and claimants for correct completion of documents and provides assistance to both employers and claimants to reconcile issues at the earliest possible point.
10%	Participates on special projects or assignments, working both independently and in a team environment to improve the quality of service to our customers and to improve processes. Provides feedback to the projects leader and supervisor on a continuous basis regarding status of assignments.
Percentage of Duties	Marginal Functions
5%	Provides input to management by identifying, documenting, and making recommendations to system and procedural problems. Performs support activities such as filing, sorting, copying, typing, reviewing, assembling, and other support tasks.
5%	Performs other duties as assigned.

4. WORK ENVIRONMENT *(Choose all that apply)*

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%

Civil Service Classification
Student Assistant

Position Number
280-653-4870-946

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)		
None, but may serve as lead.		
6. SIGNATURES		
Employee's Statement: <i>I have reviewed and discussed the duties and responsibilities of this position with my supervisor and have received a copy of the Position Statement.</i>		
Employee's Name:		
Employee's Signature:		Date:
Supervisor's Statement: <i>I have reviewed the duties and responsibilities of this position and have provided a copy of the Position Statement to the employee.</i>		
Supervisor's Name:		
Supervisor's Signature:		Date:
7. HRSD USE ONLY		
Personnel Management Group (PMG) Approval		
☒ Duties meet class specification and allocation guidelines.	PMG Analyst Initials	Date Approved
☐ Exceptional allocation, STD-625 on file.	KV	12/5/2023

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