

# SANTA CLARA COUNTY OFFICE OF EDUCATION

## CLASS TITLE: MANAGER – UNEMPLOYMENT INSURANCE

### BASIC FUNCTION:

Under the direction of the Director I - Human Resources/Benefits & Compliance, organize and direct the activities and operations of the Santa Clara County Office of Education's Unemployment Insurance unit; provide unemployment insurance claims administration services to SCCOE, school districts and charter schools throughout Santa Clara and San Benito counties; train and evaluate the performance of assigned personnel.

### REPRESENTATIVE DUTIES:

#### ESSENTIAL DUTIES:

Organize and direct the activities and operations of the Santa Clara County Office of Education's Unemployment Insurance unit; review and analyze state unemployment insurance decisions for application of law; provide in-service training programs related to unemployment insurance activities procedures and policies.

Direct and coordinate the receipt, interpretation, and processing of unemployment insurance claims; analyze basis for each claim; determine appropriate action and prepare responses in accordance with applicable laws, policies, and regulations; investigate facts regarding claims in response to Employment Development Department or school district inquiries.

Investigate, analyze, and prepare evidence and case documentation for administrative hearings; represent districts at hearings; present evidence and examine witnesses and review hearing decisions and file appeals to State Board as necessary.

Analyze claims and supporting factual data within broad guidelines requiring independent judgment, such as determining if a claim should be protested, what and how evidence should be presented, and which claims should be appealed to the State Board.

Train and evaluate the performance of assigned staff; interview and select employees and recommend transfers, reassignment, termination and disciplinary actions.

Prepare and maintain a variety of reports, records and files related to personnel and assigned activities.

Prepare and maintain a wide variety of reports and records; adjust quarterly wage reports for districts as necessary; report wages to appropriate State agency; compute and pay unemployment insurance taxes; review listings of benefit charges for accuracy and pay local experience charges.

Communicate with administrators, personnel and outside organizations to coordinate activities, resolve issues and conflicts and exchange information; meet with SCCOE management to discuss pending claims and school district issues as required; present critical information at various meetings attended by employees, labor groups and management employees to discuss unemployment insurance information.

Operate a computer and assigned software programs; operate other office equipment as assigned.

Develop and implement short and long-term plans; provide data for long-term planning; participate in the development and implementation of departmental policies and procedures.

Attend a variety of meetings as assigned.

**OTHER DUTIES:**

Perform related duties as assigned.

**KNOWLEDGE AND ABILITIES:**

**KNOWLEDGE OF:**

Unemployment insurance codes.

Regulations of the Employment Development Department.

Appeals Board precedent decisions.

Administrative hearing rules of conduct and evidence.

Methods, procedures and terminology used in technical unemployment insurance administration.

Financial and statistical record-keeping techniques.

Research methods and report writing techniques.

Preparation, review and control of sensitive information and data.

Standards, specifications and requirements of the unemployment insurance program.

Oral and written communication skills.

Principles and practices of supervision and training.

Applicable laws, codes, regulations, policies and procedures.

Interpersonal skills using tact, patience and courtesy.

Operation of a computer and assigned software.

**ABILITY TO:**

Organize evidence, advise witnesses, elicit testimony, cross-examine witnesses, and present concise oral arguments during administrative hearings.

Collect and assemble data, prepare reports, monitor progress, and analyze related data.

Serve as an informational resource to staff concerning unemployment insurance programs.

Interpret, apply and explain rules, regulations, policies and procedures.

Maintain accurate statistical records.

Train and evaluate the performance of assigned staff.

Communicate effectively both orally and in writing.

Interpret, apply and explain rules, regulations, policies and procedures.

Establish and maintain cooperative and effective working relationships with others.

Operate a computer and assigned office equipment.

Analyze situations accurately and adopt an effective course of action.

Meet schedules and time lines.

Work independently with little direction.

Plan and organize work.

Prepare records and reports related to assigned activities.

**EDUCATION AND EXPERIENCE:**

Any combination equivalent to: bachelor's degree from an accredited college or university with major course work in business administration, public administration, or a related field and three years related experience including participation in unemployment insurance matters.

**LICENSES AND OTHER REQUIREMENTS:**

Valid California driver's license.

**WORKING CONDITIONS:**

**ENVIRONMENT:**

Office environment.

Driving a vehicle to conduct work.

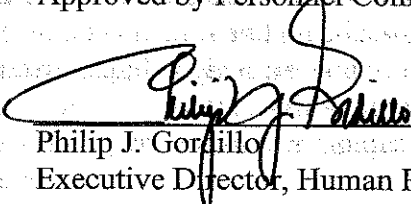
**PHYSICAL DEMANDS:**

Hearing and speaking to exchange information.

Dexterity of hands and fingers to operate a computer keyboard.

Seeing to read a variety of materials.

Approved by Personnel Commission: June 23, 2011



Philip J. Gordillo  
Executive Director, Human Resources

7/01/11  
Date