

STATE OF WISCONSIN
CLASSIFICATION SPECIFICATION

EMPLOYMENT SECURITY ASSISTANT 1, 2 and 3
CLASSIFICATION SERIES

I. INTRODUCTION

A. Purpose of This Classification Specification

This classification specification is the basic authority for making classification decisions relative to present and future positions performing Employment Security Assistant activities in the Department of Industry, Labor and Human Relations. This position standard will not specifically identify every eventuality or combination of duties and responsibilities of positions that currently exist, or those that result from changing program emphasis in the future. Rather, it is designed to serve as a framework for classification decision making in this occupational area.

B. Inclusions

This series encompasses clerical positions within the Unemployment Compensation and Job Service program areas. Positions in this series perform activities such as taking, maintaining, coding and/or processing records manually and/or through automated record systems; providing general information, assistance and/or direction to the public about programs and procedures through personal contact or by telephone, and establishing benefit monetaries or disputed claim records. Positions in this series require procedural knowledge and a general program knowledge in order to perform assigned tasks.

C. Exclusions

Excluded from this series are the following types of positions:

1. Positions which are better identified by the Job Service Associate, Unemployment Compensation Associate, Program Assistant or Clerical Assistant class series;
2. Supervisory, managerial or confidential positions as defined under the provisions of s. 111.81, Wis. Stats.;
3. All other positions which are more appropriately identified by other class series.

D. Entrance and Progression Through This Series

Employees typically enter and progress through this series by competitive examination.

E. Classification Factors

Individual position allocations are based upon the general classification factors described below:

1. The freedom or authority to make decisions and choices and the extent to which one is responsible to higher authority for actions taken or decisions made;

2. Information or facts such as work practices, rules, regulations, policies, theories and concepts, principles and processes which an employee must know and understand to be able to do the work;
3. The difficulty in deciding what needs to be done and the difficulty in performing the work;
4. The relative breadth, variety and/or range of goals or work products and the impact of the work both internal and external to the work unit;
5. Type of supervision received;
6. Organizational status as it relates to level of responsibility;
7. The nature and level of internal and external coordination and communication required to accomplish objectives.

F. How to Use This Classification Specification

This specification is used to classify positions described in Section B of this specification. In most instances, positions included in this series will be clearly identified by one of the class descriptions which follow below in Section II. However, a position may evolve or be created that is not specifically defined by one of the class descriptions. In classifying these positions, individual position allocations will in most instances be based upon general classification factors such as those listed in Section E. Relative terms used in the specifications are defined in Appendix A – Glossary.

II. CLASS CONCEPTS

EMPLOYMENT SECURITY ASSISTANT 1

This is clerical work in Job Service and/or Unemployment Compensation Programs. Positions allocated to this class perform routine record maintenance and forms processing activities which require the application of established standardized guidelines and procedures a majority of the time. Work is performed under general supervision.

EMPLOYMENT SECURITY ASSISTANT 2

This complex clerical work in the Job Service and/or Unemployment Compensation Programs. Positions allocated to this class interpret and apply established guidelines and procedures in records maintenance, forms processing and direct client services. Positions at this level differ from lower level positions in the frequency and variety of applied discretion and judgment situations, a greater procedural knowledge, and a greater diversity and complexity of the assigned activities. Work is performed under general supervision.

EMPLOYMENT SECURITY ASSISTANT 3

This is advanced clerical work or leadwork in the Job Service and/or Unemployment Compensation Programs. Positions allocated to this class perform program support activities that involve broad

interpretations of established guidelines and procedures when applied to the varied intricate and interrelated situations presented to the position in such areas as establishing claimant benefit eligibility, employer liability records, or providing direct employment services to clients/or employers. Work is performed under general supervision.

Positions allocated to this class as leadworkers are responsible for assigning and reviewing the work of positions at the Employment Security Assistant 2 level.

EMPLOYMENT SECURITY ASSISTANT 4

This is clerical leadwork in the Job Service and/or Unemployment Compensation Programs. Positions allocated to this level are responsible for assigning and reviewing the work of positions at the Employment Security Assistant 3 level.

III. QUALIFICATIONS

The qualifications required for these classification levels will be determined on a position-by-position basis at the time of recruitment. Such determinations will be made based on an analysis of the goals and worker activities performed and by an identification of the education, training, work or other life experience which would provide reasonable assurance that the knowledge and skill required upon appointment have been acquired.

BC/CJ
19031