

Coordinator I, Unemployment Services Claims Manager

Position Details

Job Code: U7400

Reference Code: A325

Division/Unit: Office of the General Counsel

Classification: Professional-Technical

Terms of Employment: [Step 38 of the Unified Administrative Salary Schedule, 12 Months](#)

FLSA STATUS: EXEMPT

Position Summary

This position is an intermediate-level position in this job series for the Clark County School District (CCSD). This position is responsible for the daily administration of all nationwide Unemployment Insurance (UI) claims, 48-hour responses, and wage audits by deadline. Additional duties include: recognizing UI financial liability and advising the Director of the Unemployment Services Department of such; advising CCSD administrators about the UI program and how they can help mitigate CCSD's UI financial liability; assisting in all UI case preparation up to the Supreme Court of the United States; train departmental support professional personnel to write clear, concise, logical, and grammatically correct responses to all rudimentary to intermediate nationwide UI claims, 48-hour requests, and wage audits by deadline; oversee staff responses to all rudimentary to intermediate nationwide UI claims, 48-hour requests, and wage audits by deadline; respond to all intermediate to complex nationwide UI claims, 48-hour requests, and wage audits by deadline; and represent CCSD in all nationwide rudimentary UI Appeal Hearings. This position reports directly to the Director I, Unemployment Services Representative, Unemployment Services Department, Office of the General Counsel.

Essential Duties and Responsibilities

The list of Essential Duties and Responsibilities is not exhaustive and may be supplemented.

1. Recognizes UI financial liability and advises the Director of such.
2. Advises CCSD administrators about the UI program and how they can help mitigate CCSD's UI financial liability.
3. Assists in all UI case preparation up to the Supreme Court of the United States.
4. Culminates all nationwide UI claims, 48-hour requests, and wage audits to determine their complexity for delegation.
5. Trains departmental support professional personnel to obtain employment/separation documentary evidence from schools and various CCSD departments.
6. Trains departmental support professional personnel to analyze documentary evidence to determine which relevant facts to include when writing clear, concise, logical, and grammatically correct responses to all rudimentary to intermediate nationwide UI claims, 48-hour requests, and wage audits by deadline.
7. Oversees staff responses to all rudimentary to intermediate nationwide UI claims, 48-hour requests, and wage audits by deadline.
8. Responds to all intermediate to complex nationwide UI claims, 48-hour requests, and wage audits by deadline.
9. Establishes and maintains a collaborative, positive, professional, and effective working rapport with all CCSD staff and outside regulatory agency personnel.
10. Maintains an audit-ready electronic database of all confidential UI case files.
11. Assists with the creation and upkeep of multiple departmental spreadsheets and reports.
12. Utilizes UI Appeal Hearing case and evidentiary preparation when representing CCSD in all nationwide rudimentary UI Appeal Hearings, including testifying under oath, making legal objections, proffering evidence, cross-examination, and making closing statements to prevail in all rudimentary nationwide UI Appeal Hearings.
13. Assists the Director with districtwide training, as needed.
14. Attends conferences and relevant trainings, as assigned.
15. De-escalates disgruntled past and/present employees who filed for UI benefits.
16. Performs other duties related to the position, as assigned.

Position Expectations

1. Knowledge of CCSD policies, procedures, regulations, and standards; negotiated collective bargaining agreements; Nevada Revised Statutes (NRS) 391; Nevada Revised Statutes (NRS) 612; Nevada Administrative Codes (NAC); and federal statutes, as they pertain to UI laws and practices.

2. Knowledge of the Finance Department's payroll practices; Human Resources policies and procedures; CCSD Gmail, Human Capital Management (HCM) system, SmartFind Express system, DNA electronic imaging system, multiple shared drives, and other districtwide computer systems, practices, policies, and procedures.
3. Knowledge of the National Association of State Workforce Agencies' State Information Data Exchange System (SIDES) and the State of Nevada's Unemployment Insurance Employer Self-Service (NUI ESS) system.
4. Knowledge of how to properly obtain and analyze documentary evidence used to write and convey CCSD's internal operations to outside regulatory agencies for favorable disposition of all nationwide UI cases.
5. Knowledge of proper procedures to represent CCSD in all nationwide rudimentary UI Appeal Hearings.
6. Possess honesty, integrity, empathy, knowledge, ability, and flexibility while exuding exceptional professionalism necessary to succeed as an administrator for CCSD.
7. Ability to effectively communicate, train, and lead departmental staff from diverse cultures, education, and economic backgrounds.
8. Ability to articulate, both verbally and in writing, CCSD's position when responding to all UI claims, 48-hour requests, and wage audits by deadline, and/or when representing CCSD in all nationwide rudimentary UI Appeal Hearings.
9. Ability to read and interpret CCSD policies, procedures, regulations and standards; negotiated collective bargaining agreements; and complex state and federal laws, regulations, and court decisions.
10. Ability to effectively establish and maintain a collaborative, positive, professional, and effective working rapport with all departmental staff, CCSD staff, and/or outside regulatory agency personnel from diverse cultures, education, and economic backgrounds.
11. Ability to exercise sound independent judgment within general policy guidelines, and know when to partner with the Director for resolution.
12. Ability to exercise tact and diplomacy when dealing with confidential information, and/or complex topics.
13. Ability to plan, organize, prioritize, multitask, and meet predetermined deadlines, and exude excellent organizational skills.

Position Requirements

Education and Training

None specified; or,

Currently serving as a professional-technical employee with the Clark County School District.

Licenses and Certifications

A valid driver's license that allows the applicant/employee to legally operate a motor vehicle in Nevada

Experience

1. Satisfactory service in corresponding or related positions or have previously demonstrated five (5) years of successful supervisory experience related to the administrative position.
2. Five (5) years of successful nationwide Unemployment Insurance (UI) program experience.
3. Successful performance in the position held at the time of application.

Preferred Qualifications

1. Excellent analytical skills.
2. Excellent verbal and legal writing skills.
3. UI program experience.

When applying for an administrative position, candidates must meet the minimum qualifications as listed on the appropriate position vacancy announcement.

AA/EOE Statement

The Clark County School District is proud to be an equal opportunity employer. The Clark County School District is committed to providing all applicants and employees equal employment opportunities without regard to race, color, religion, sex, gender identity or expression, sexual orientation, national origin, genetics, disability, age, military status, or other characteristics protected by applicable law. Here at Clark County School District, we are a diverse group of people who honor the differences that drive innovative solutions to meet the needs of our students and employees. We believe that through a culture of inclusivity, we have the power to reflect the community we serve.

Job Revision Information

- Revised: 09/26/24

- Created: 08/07/24