

Iowa Department of Administrative Services – Human Resources Enterprise
Job Classification Description

Job Insurance Quality Auditor

Definition

Performs quality control audits; examines, analyzes and evaluates records and procedures related to the denial and payment of unemployment insurance benefits and collection of employer taxes; performs related work as required.

The work examples and competencies listed below are for illustrative purposes only and not intended to be the primary basis for position classification decisions.

Work Examples

Analyzes information in the claim or tax file; determines the scope and direction of the audit, the issues involved and the information required to determine the appropriateness of the actions taken.

Gathers information to detect benefit payment error, benefit denial error, and potential fraud; conducts fact-finding interviews with claimants, interviews employers and third-party contacts and reviews employer records and other documentation.

Analyzes information that has been gathered; determines the appropriateness of employer records or payments that have been granted or denied; determines whether a non-monetary decision needs to be issued or an underpayment or overpayment set up and whether a corrective action recommendation is required.

Prepares records, reports and supporting documentation regarding the status and disposition of each assignment.

Interacts with quality control staff from other states as well as other agency employees to conduct cooperative audits; communicates findings to all parties on a need-to-know basis.

Prepares documentation to support recommendations for policy, procedural or law changes to correct problems that are discovered in the audit process.

Testifies at administrative hearings to present facts and evidence gathered in the audit process.

Competencies Required

Knowledge:

- Customer Service – Principles and processes for providing customer services, including customer needs assessment, meeting quality standards for services, and evaluating customer satisfaction.
- Law and Government – Laws, legal codes, court procedures, precedents, government regulations, executive orders, agency rules, and the democratic political process.
- English Language – The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Basic Arithmetic – Addition, subtraction, multiplication, and division.

- Clerical Procedures – Word processing, managing files and records, designing forms, and other office procedures and terminology.

Abilities:

- Law and Government – Understand and adhere to applicable laws, legal codes, administrative rules, and regulations.
- Clerical – Maintain complex clerical records.
- Written Expression – Communicate information and ideas in writing so others will understand.
- Written Comprehension – Read and understand information and ideas presented in writing.
- Speech Clarity – Speak clearly so others can understand.
- Speech Recognition – Identify and understand the speech of another person.
- Deductive Reasoning – Apply general rules to specific problems to produce answers that make sense.
- Inductive Reasoning – Combine pieces of information to form general rules or conclusions.
- Information Ordering – Arrange things or actions in a certain order or pattern according to a specific rule or set of rules (e.g., patterns of numbers, letters, words, pictures, mathematical operations).
- Problem Sensitivity – Tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem.
- Number Facility – Add, subtract, multiply, or divide quickly and correctly.
- Mathematical Reasoning – Choose the right mathematical methods or formulas to solve a problem.

Skills:

- Active Listening – Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
- Critical Thinking – Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
- Reading Comprehension – Understanding written sentences and paragraphs in work related documents.
- Speaking – Talking to others to convey information effectively.
- Writing – Communicating effectively in writing as appropriate for the needs of the audience.
- Negotiation – Bringing others together and trying to reconcile differences.
- Active Learning – Understanding the implications of new information for both current and future problem-solving and decision-making.
- Judgment and Decision Making – Considering the relative costs and benefits of potential actions to choose the most appropriate one.
- Service Orientation – Actively looking for ways to help people.

- Complex Problem Solving – Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.
- Monitoring – Monitoring/Assessing performance of yourself, other individuals, or organizations to make improvements or take corrective action.
- Social Perceptiveness – Being aware of others' reactions and understanding why they react as they do.
- Active Learning – Understanding the implications of new information for both current and future problem-solving and decision-making.
- Coordination – Adjusting actions in relation to others' actions.

Minimum Qualification Requirements

Applicants must meet at least one of the following minimum requirements to qualify for positions in this job classification:

- 1) Graduation from an accredited four-year college or university with a degree in any field, and experience equal to eighteen months of full-time work in accounting, auditing, human resources, payroll, or determining eligibility benefits for unemployment insurance.
- 2) A total of five and a half years of education and/or full-time experience (as described in number one), where thirty semester hours of accredited college or university coursework in any field equals one year of full-time experience.

Effective date: 02/24 KC