

IOWA DEPARTMENT OF ADMINISTRATIVE SERVICES ▼  
HUMAN RESOURCES ENTERPRISE

**JOB INSURANCE QUALITY AUDITOR 1**

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**DEFINITION**

On a training basis, examines, analyzes and evaluates records and procedures related to the denial and payment of unemployment insurance benefits and collection of employer taxes; performs related duties as required.

**The Work Examples and Competencies listed are for illustrative purposes only and not intended to be the primary basis for position classification decisions.**

**WORK EXAMPLES**

Learns to conduct quality control audits through observation, review and study of manuals and procedural guidelines; assists more experienced auditors.

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.

Learns to gather information to recoup overpayments and 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 to determine 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.

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; presents facts and evidence gathered in the audit process.

**COMPETENCIES REQUIRED**

Knowledge of interviewing techniques and procedures related to fact finding.

Knowledge of Workforce Development Center procedures.

Knowledge of unemployment insurance law and administrative policies and procedures.

Knowledge of the administrative hearings procedures and practices related to the unemployment insurance program.

Knowledge of the various types of financial records maintained by corporations, partnerships and individuals.

Knowledge of what constitutes fraud or misconduct in the unemployment insurance program.

Ability to distinguish between relevant and irrelevant information and detect discrepancies in information.

Ability to code, record and evaluate a variety of information and prepare required reports.

Ability to gather, analyze and interpret information and draw sound conclusions.

Ability to learn to plan, organize and conduct thorough and complete quality control audits.

Ability to apply and interpret unemployment insurance law, administrative policy and procedures as they relate to the quality control program.

Displays high standards of ethical conduct. Exhibits honesty and integrity. Refrains from theft-related,

dishonest or unethical behavior.

Works and communicates with internal and external clients and customers to meet their needs in a polite, courteous, and cooperative manner. Committed to quality service.

Displays a high level of initiative, effort and commitment towards completing assignments efficiently. Works with minimal supervision. Demonstrates responsible behavior and attention to detail.

Responds appropriately to supervision. Makes an effort to follow policy and cooperate with supervisors.

Aligns behavior with the needs, priorities and goals of the organization.

Encourages and facilitates cooperation, pride, trust, and group identity. Fosters commitment and team spirit.

Expresses information to individuals or groups effectively, taking into account the audience and nature of the information. Listens to others and responds appropriately.

#### **EDUCATION, EXPERIENCE, AND SPECIAL REQUIREMENTS**

Graduation from an accredited college or university and one year of full-time experience in a job service program determining eligibility benefits for unemployment insurance;

OR

an equivalent combination of education and experience, substituting one year of the required experience for each year of the required education with a maximum substitution of four years.

Effective Date: 12/98 GRC