

# Unemployment Services

## Claims Analyst

### Position Details

Class Code: 0236

Job Family: Administrative/Clerical/Secretarial

Classification: Support Professional

Terms of Employment: [Pay Grade 55 on the Support Professional Salary Schedule, 12 Month](#)

FLSA STATUS: NON-EXEMPT

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### Position Summary

This position is an entry-level position in this job series for the Clark County School District (CCSD). This position is responsible for the daily administration of all rudimentary to intermediate nationwide Unemployment Insurance (UI) claims, 48-hour responses, and wage audits by deadline.

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### 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. Obtains employment/separation documentary evidence from schools and various CCSD departments.
5. Analyzes documentary evidence to determine which relevant facts to include when writing clear, concise, logical, grammatically correct responses to all rudimentary to intermediate nationwide UI claims, 48-hour requests, and wage audits by deadline.

6. Establishes and maintains a collaborative, positive, professional, and effective working rapport with all CCSD staff and outside regulatory agency personnel.
  7. Maintains an audit-ready electronic database of all confidential UI case files.
  8. Assists with the creation and upkeep of multiple departmental spreadsheets and reports.
  9. Provides excellent director-level administrative assistance and management support, including managing the Director's docketed quasi-judicial evidentiary Administrative Law UI Appeal Hearings calendar.
  10. Assists the Director with districtwide trainings, as needed.
  11. Attends conferences and relevant trainings, as assigned.
  12. De-escalates disgruntled past and present employees who filed for UI benefits.
  13. Conforms to safety standards, as prescribed.
  14. Performs other tasks related to the position, as assigned.
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## **Distinguishing Characteristics**

Advanced knowledge of technical aspects of unemployment, such as UI law and advises CCSD staff about UI law. Responsible for the daily administration of all rudimentary to intermediate nationwide UI claims, 48-hour responses, and wage audits by deadline to mitigate CCSD UI financial liability.

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## **Knowledge, Skills, and Abilities (Position Expectations)**

1. Knowledge of CCSD policies, procedures, regulations, and standards; negotiated collective bargaining agreements; Nevada Revised Statutes (NRS) 391 and NRS 612; Nevada Administrative Codes (NAC) 612; 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 rudimentary to intermediate nationwide UI cases.
  5. Possess honesty, integrity, empathy, knowledge, ability, and flexibility while exuding exceptional professionalism necessary to succeed as a support professional for CCSD.
  6. Ability to articulate, both verbally and in writing, CCSD's position when responding to all rudimentary to intermediate UI claims, 48-hour requests, and wage audits by deadline.
  7. 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.
  8. 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.
  9. Ability to exercise sound independent judgment within general policy guidelines, and know when to partner with the department Administrators for resolution.
  10. Ability to exercise tact and diplomacy when dealing with confidential information, and/or complex topics.
  11. Ability to plan, organize, prioritize, multitask, and meet predetermined deadlines, and exude excellent organizational skills.
  12. Possess physical and mental stamina commensurate with the responsibilities of the position.
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## **Position Requirements**

### **Education, Training, and Experience**

1. High school graduation or other equivalent (General Education Development [GED], foreign equivalency, etc.)
2. Five (5) years of Unemployment, paralegal, technical human resources, or personnel experience (recruitment and selection, evaluating employment applications, staffing, interviewing, job analysis, testing, payroll, etc.); or, Five (5) years of increasingly responsible decision-making/management experience with extensive public contact, including project/staff supervision, organization, and/or coordination of complex records, confidential records, data processing/analysis, systems applications, etc.; or,

Associate's degree from an accredited college or university in Business, Human Resources, or related field, plus three (3) years' Unemployment experience; or, Bachelor's degree from an accredited college or university in Business, Human Resources, or related field, plus one (1) year Unemployment experience.

## **Licenses and Certifications**

A valid driver's license or state-issued identification card.

## **Preferred Qualifications**

1. Unemployment law experience.
  2. Excellent analytical skills.
  3. Excellent verbal and legal writing skills.
  4. Experience dealing with personnel administration and heavy public contact.
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## **Document(s) Required at Time of Application**

1. High school transcript or other equivalent (GED, foreign equivalency, etc.).
  2. College transcript(s) from an accredited college or university, if applicable.
  3. Copy of a valid driver's license or state-issued identification card.
  4. Specific documented evidence of training and experience to satisfy qualifications.
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## **Examples of Assigned Work Areas**

Office of the General Counsel Unemployment Services Department.

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## **Work Environment**

### **Strength**

Sedentary/light - exert force up to 20 lbs., occasionally; 10 lbs., frequently; negligible force, constantly.

### **Physical Demand**

Frequent sitting, standing, walking, pushing, pulling, stooping, kneeling, crouching, reaching, handling, and repetitive fine motor activities. Hearing and speech to communicate in person, via video conference and computers, or over the telephone. Mobility to work in a typical office setting and use standard office equipment. Stamina to remain seated and to maintain concentration for an extended period of time. Vision:

Frequent near acuity, occasional far acuity, and color vision. Vision to read printed and online materials, Video Display Terminal screens, or other monitoring devices.

## **Environmental Conditions**

Climate-controlled office setting with temperatures ranging from mild to moderate cold/heat. Exposure to noise levels ranging from moderate to loud for occasional to frequent time periods.

## **Hazards**

Furniture, office equipment, communicable diseases, chemicals and fumes (as related to specific assignment), and power/hand-operated equipment and machinery (as related to specific assignment).

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## **Examples of Equipment/Supplies Used to Perform Tasks**

Computers, printers, copiers, calculators, fax machines, telephones, filing cabinets/equipment, etc.

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## **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**

- Created: 11/15/24