



## DWS UI QUALITY ASSURANCE REPRESENTATIVE

### General Summary

The Department of Workforce Solutions (DWS) Unemployment Insurance (UI) Quality Assurance Representative serves as New Mexico Department of Workforce Solutions liaison to the United States Department of Labor in the functions of quality assurance and oversight of work performed by DWS.

### DWS UI Quality Assurance Representative

**Jobcode: C63011**

**Pay Band: 65**

**FLSA Status: Non-exempt**

#### *Distinguishing Characteristics*

This is the full performance DWS UI Quality Assurance Representative.

#### *Minimum Qualifications*

A Bachelor's Degree in Accounting, Finance, Auditing or Business Administration and two (2) years directly related work experience in unemployment insurance claims and/or tax, accounting, auditing, finance and/or budgeting. Any combination of education from an accredited college or university in a related field and/or direct experience in this occupation totaling six (6) years may substitute for the required education and experience.

#### *Essential Duties and Responsibilities\**

- Supports compliance and reporting requirements for quality assessments of performance reporting for the State Quality Service Plan as mandated by the United States Department of Labor (USDOL).
- Conducts Benefit Accuracy Measurement, Denied Claim Audit, Tax Performance System audits and Benefit Timeliness Quality Reviews.
- Performs UI Data Validation of tax and claims populations to ensure Employment and Training Administration (ETA) reporting to USDOL is accurate.
- Identifies program quality deficiencies and trends and makes program mitigation and improvement recommendations to DWS business unit managers in addition to working closely with dedicated training staff to perform needs assessment analysis and address training deficiencies.
- Update and maintain UI standard operating procedures.
- Identify and develop the mandated UI Integrity Plan to include but not limited to determining methods to increase overpayment/fraud collections, reduce fraud mechanisms, establish sound procedures requiring claimants to register for work.

### DWS UI Quality Assurance Representative-Supervisor

**Jobcode: C6301S**

**Pay Band: 70**

**FLSA Status: Exempt**

#### *Distinguishing Characteristics*

This is the full performance DWS UI Quality Assurance Representative Supervisor differs from the DWS UI Quality Assurance Representative in that it devotes a substantial portion of time assigning and directly supervising work of at least two (2) full time equivalent employees.\*\*

#### *Minimum Qualifications*

A Bachelor's Degree in Accounting, Finance, Auditing or Business Administration and two (2) years directly related work experience in unemployment insurance claims and/or tax, accounting, auditing, finance and/or budgeting. Any combination of education from an accredited college or university in a related field and/or direct experience in this occupation totaling six (6) years may substitute for the required education and experience.

## DWS UI QUALITY ASSURANCE REPRESENTATIVE

### ***Essential Duties and Responsibilities\****

- Devotes a substantial portion of time assigning and directly supervising work of at least two (2) permanent/full time employees. Acts upon leave requests, conducts annual performance evaluations and recommends disciplinary actions.
- Conducts training of personnel; may interview and recommend selection of applicants.
- Supports compliance and reporting requirements for quality assessments of performance reporting for the State Quality Service Plan as mandated by the United States Department of Labor (USDOL).
- Conducts Benefit Accuracy Measurement, Denied Claim Audit, Tax Performance System audits and Benefit Timeliness Quality Reviews.
- Performs UI Data Validation of tax and claims populations to ensure Employment and Training Administration (ETA) reporting to USDOL is accurate.
- Identifies program quality deficiencies and trends and makes program mitigation and improvement recommendations to DWS business unit managers in addition to working closely with dedicated training staff to perform needs assessment analysis and address training deficiencies.
- Update and maintain UI standard operating procedures.
- Identify and develop the mandated UI Integrity Plan to include but not limited to determining methods to increase overpayment/fraud collections, reduce fraud mechanisms, establish sound procedures requiring claimants to register for work.

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**Bargaining Unit:** May be represented

**Supervisor:** Not Represented

**Statutory Requirements:** N/A

**Conditions of Employment:** Work is performed in an office setting; late hours, weekends, on-call and callback work may be required. Will be exposed to regular periods of video display terminal and keyboard usage and stressful situations. Travel is required. Possible exposure to irate clientele. Incumbent will work under stress and frequent time constraints.

**Working Conditions:** Working Conditions for individual positions in this classification will vary based on each agency's utilization, essential functions and the recruitment needs at the time a vacancy is posted. All requirements are subject to possible modification to reasonably accommodate individuals with disabilities.

**Established:** 12/05/2014

**Revised:**

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*\*Essential Duties and Responsibilities are intended to be cumulative for each progressively higher level of work. The omission of specific statements does not preclude management from assigning other duties which are reasonably within the scope of duties. Classification description subject to change. Please refer to the New Mexico State Personnel Office website ([www.spo.state.nm.us](http://www.spo.state.nm.us)) to ensure this represents the most current copy of the position.*

*\*\*Means two (2) or any combination of full-time equivalent (FTE) status that equals at least two (2) regular or term status employees in non-temporary positions.*