Department of Labor and Industrial Relations

Career Opportunity

Non-Civil Service Position

Unemployment Insurance Call Center Representative

$2,816 monthly

Appointment Not to Exceed: December 31, 2021

Date of Issue: April 1, 2021 **LAST DAY TO FILE APPLICATIONS:** Continuous

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Duties Summary include but not limited to:

Claimant Benefits

Processes UI claims under applicable laws, determines eligibility for UI, works with parties to resolve issues, reviews contested claims for possible redetermination.

Employer Assistance

Assists employers with completing and submitting reports; reviews and processes employer-submitted reports; and provides account maintenance.

Fraud Reporting

Investigates improper benefit payment and UI applications; refers callers to anti-fraud and identity theft resources; and prepares cases for prosecution.

Minimum Qualification:

High school diploma or equivalent.

Preferred Experience and Skills:

- Two (2) years of progressively responsible general office clerical experience which involved some public contact.
- Call center experience highly desirable
- Customer service
- Effective communication
- Attention to detail

To apply: **Email** the following items to UIcallcenter@hawaii.gov

- **Application** (required) http://labor.hawaii.gov/jobs/files/2021/04/Application_UI-Call-Center-NTE.pdf

  All fields on application must be filled in and signed. Incomplete application will not be considered.
- **Resume** (optional)

Notice of "At Will" Employment:

The position is exempt from civil service and temporary in nature. Therefore, if appointed to the position, your employment will be considered to be "at will", which means that you may be discharged from your employment at the prerogative of the department head or designee at any time.

DLIR is an Equal Opportunity Employer/Program Manager