

Department of Labor and Industrial Relations

Career Opportunity

Non-Civil Service Position

Unemployment Insurance Call Center Representative

\$2,816 monthly

Appointment Not to Exceed: June 30, 2022

Date of Issue: October 15, 2021

LAST DAY TO FILE APPLICATIONS: Continuous

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)

COVID-19 Vaccination Requirement:

As a condition of employment with the State of Hawaii, all qualified candidates who have successfully completed and passed the recruitment process, must show proof of full COVID-19 vaccination at the time a conditional offer of employment is made. Departments will consider reasonable accommodations if requested by a candidate and it is determined through an interactive process that pregnancy, a qualifying disability, or a sincerely held religious belief prevents the candidate from receiving a COVID-19 vaccination. Please note that the COVID-19 vaccination policy above will apply to both new hires not currently employed by the State of Hawaii Executive branch, as well as current State of Hawaii Executive Branch Employees who are being considered for placement into another State of Hawaii Executive Branch position.

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