



National Association of State Workforce Agencies (NASWA) UI Subject Matter Expert/Senior UI Subject Matter Expert - UI Integrity Center

Background

The National Association of State Workforce Agencies (NASWA) is the national organization representing all 50 state workforce agencies, D.C. and U.S. territories. These agencies deliver training, employment, career, and business services, in addition to administering the unemployment insurance (UI), veteran reemployment, and labor market information programs. NASWA provides policy expertise, shares promising state practices, and promotes state innovation and leadership in workforce development.

NASWA operates the national UI Integrity Center (Center). The Center has several tasks to support states to improve their integrity efforts and to help reduce UI improper payment rates (IPPR). One of the Center's tasks, State Engagement, provides Subject Matter Expertise and successful practice assistance to states.

The State Engagement Team establishes relationships with all NASWA member states' UI programs to understand their operations and help improve UI integrity functions. The Team accomplishes this by analyzing national and state UI integrity data, participating in and leading on-site state operational assessments, and developing strategic plans for the enhancement of prevention and detection of improper payments and identity theft, UI tax integrity operations, and the reduction of improper payments and fraud.

Background on CESER

The Center for Employment Security Education and Research (CESER) is the leading education, research and information technology center focused on workforce development and unemployment insurance issues offering services to a diverse group of stakeholders, most notably state workforce agencies and their federal partners.

Brief Overview of Position

The UI SME/Senior UI SME works within the UI Integrity Center and reports to the State Engagement Project Manager. This position will conduct research, identify state and national promising practices in UI integrity operations, and participate as part of Integrity Services Teams engaging with states to assess and create recommendations for operational improvements. There are several different approaches that will be taken to address a state's integrity challenges that will involve staff and project managers from various other teams within the Center including: Behavioral Insights, Integrity Data Hub, National Integrity Academy, and Research and Evaluation teams and this position(s) will participate as part of an integrated team in that effort.

This position may also serve as a Center State Liaison to assigned states. State Liaison duties include forming relationships with state UI leadership and integrity staff, offering the full suite of tools and services available from the Center, and maintaining visibility on integrity operations, challenges, and successes in assigned states.

Additional SME duties include; conducting research and analysis of states' improper payment root causes in an effort to understand the cause/effect of current policy, procedure, and laws on a specific root cause IPPR, leading on-site state visits to observe and develop an understanding of the state's operational capabilities, work closely with each state to draft and finalize a state specific UI integrity report that includes specific details about what/how changes may be implemented and how Center resources may contribute to the effort, collect recommendations on successful practices and outcomes, and author various reports and templates, including a final outcomes report related to the state specific integrity operations.

Roles and Responsibilities

- Serve as an integrated participant with the state engagement team working with other Center SMEs and technical staff to develop and implement Center resources, research projects, and state services reports.
- Serve as a primary resource in coordination with multiple Center projects as necessary for this effort.
- Research various UI integrity issues and maintain knowledge of the policy, operations, and technologies utilized by states.
- Support other Center projects as requested, including State Engagement, Strategic Messaging, Training and Instructional Design, Integrity Data Hub, and Research.
- Provide on-site and virtual UI SME services to states in areas of UI Tax and Benefits operations, policy, and technology.
- Participate as a general UI SME for all areas of the Integrity Center and NASWA broadly, as needed.
- Develop and foster positive relationships with state UI leadership and staff.

Competencies

- Thorough knowledge of the federal/state Unemployment Insurance benefits and/or tax programs.
- Knowledge of state UI benefits and/or tax operations sufficient to be considered a UI Subject Matter Expert.
- Ability to plan and lead complex projects with minimal oversight.
- Excellent member-facing and internal communication skills.
- Solid organizational skills including attention to detail and multi-tasking skills.
- Comfortable working as part of a virtual team.
- A consistently respectful and professional demeanor toward colleagues, members of the Association, visitors, guests, callers, stakeholders, and vendors.



- Ability to develop collaborative partnerships with State leadership, Center Project Managers, staff, and other stakeholders.
- Effective time and task management skills, paying close attention to detail and keeping errors to a minimum; must be punctual, reliable, responsible, composed, honest, ethical, tolerant of differences.
- Ability to work flexible hours, including core business hours with some overlap to accommodate the various US time zones of our distributed team and states.
- Excellent professional and technical writing skills.

Desirable Experience

- Advanced knowledge of the federal/state Unemployment Insurance program.
- Experience in/understanding of UI Tax—including experience with TPS, SUTA dumping, Field Audit operations and promising practices, effective collections activities, and misclassified workers—Data Validation, BTQ, and other federal UI performance evaluation measures and reporting.
- Experience analyzing and/or developing UI policies and procedures.
- Experience with UI state program operations
- Experience with Benefit Accuracy Measurement (BAM), data analysis/validation, federal reporting, and integrity operations
- Experience with various research and publication platforms (e.g., website content management and/or digital library publication)

Education (including credentials, certificates, etc.)

- Bachelor's Degree from accredited college or university
- Minimum of 2 years of related work experience

Job Details

Location: Position(s) are remote/telework.

Title: UI Subject Matter Expert/Senior UI Subject Matter Expert (depending on experience).

Reports to: Center State Engagement Project Manager.

Term: Full Time or Part Time.

Funding: Positions are currently fully funded and subject to future USDOL Grant funding.

Salary

Range: Full Time - \$85,000 - \$105,000 per year. Part Time - \$45-\$60/hour

Benefits: For Full Time positions - NASWA offers competitive benefits including a generous health care package, 401 (k), telecommuting, tuition reimbursement and other great options.



Travel

Requirements: Currently no travel due to COVID-19. During normal operations, routine travel in the United States for meeting with states and other working sessions. Travel could be up to 50 percent during peak periods.

How to Apply: Email your cover letter and resume to Evan Littrell at elittrell@naswa.org by August 14, 2020.

This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee. Duties, responsibilities, and activities may change, or new ones may be assigned at any time with or without notice.

NASWA is an equal opportunity employer. NASWA does not unlawfully discriminate on the basis of race, color, religion, national origin, sex, age, marital status, military status, personal appearance, sexual orientation, gender identity or expression, family responsibilities, genetic information, disability, matriculation, political affiliation or any other characteristic protected by federal or District of Columbia law. Our non-discrimination policy applies to all facets of employment, including recruiting, hiring, employment, promotion, demotion, dismissal, compensation, and training opportunities.