



National Association of State Workforce Agencies (NASWA) UI Subject Matter Expert/Program Specialist – SIDES Team

Background on NASWA:

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, veteran reemployment, and labor market information programs. NASWA provides policy expertise, shares promising state practices, and promotes state innovation and leadership in workforce development.

The Unemployment Insurance (UI) State Information Data Exchange System (SIDES) allows for the electronic transmission of information requests from UI agencies to employers and/or third-party administrators (TPAs), as well as transmission of replies containing the requested information back to the UI agencies.

SIDES was developed through a strategic partnership between the U.S. Department of Labor (USDOL) and a five-state consortium of Unemployment Insurance (UI) agencies. The SIDES system provides a secure electronic infrastructure with a single point of connection, which is used and valued by state UI agencies and employers. SIDES uses nationally standardized data formats to facilitate the exchange of information necessary for the administration of state UI laws. These electronic data exchanges support timely and proper payment of unemployment benefits, prevent and detect improper payments, and reduce administrative costs.

Overview of Position:

The SIDES Program Specialist works within the NASWA SIDES Team and reports to the SIDES Program Manager. This position provides high-level and collaborative support to the SIDES efforts and works independently with states and employers/third-party administrators (TPAs) who are participants or are potential participants in SIDES. SIDES efforts include creating and executing a program that result in the participation of SIDES by states and employers, overseeing SIDES participant training with a focus on unemployment insurance integrity, and engaging with specific states to create and execute plans that will impact the UI improper payment rate (IPPR). The Program Specialist will work closely with state UI subject matter expert (SME) staff, state IT staff, UI leadership and private sector staff in the understanding and implementation of the SIDES exchanges, as well as assist in employer outreach.



Roles and Responsibilities:

Provide high-level and collaborative support:

- Utilize knowledge and experience in UI operations and IT to contribute to SIDES efforts of providing tools for state SIDES Operations and employer outreach.
- Develop and maintain working relationships with state SIDES leads, UI leaders, state Communication teams, and IT stakeholders; in addition to employers and TPAs.
- Deliver intensive services to select states to implement programs with the goal of reducing the IPPR and increasing employer participation in the SIDES program.
- Participate in detailed SIDES project recommendation, planning, project management and implementation strategy for states and employer/TPAs.
- Provide guidance to states and employers on the best methods for implementing SIDES exchanges and create tools to support the sharing of successful practices.
- Facilitate the provision of on-going support and troubleshooting for states and employer/TPAs operational with SIDES as needed.
- Provide input on strategic plan and action items to achieve NASWA and SIDES goals.
- Participate in strategy discussions as they relate to project deliverables with an emphasis on ensuring practicality and usefulness to state and employer/TPA operations.
- Take ownership of assigned tasks and ensure that the end product is delivered in accordance with requirements and timelines.

Communications, Marketing and Outreach:

- Work with the SIDES Program Manager in external communication efforts that promote SIDES activities, programs and goals using all available mediums such as (but not limited to) social media, newsletters, and articles.
- Work with the SIDSE Program Manager in our social media outreach including posts of SIDES activities and announcements through Twitter, LinkedIn and the NASWA SIDES webpages.
- Assist the SIDES Program Manager in the coordination and execution of the Annual SIDES Seminar; collaborating with the SIDES Operations Committee, NASWA Communications team and other NASWA divisions.
- Establish relationships in the employer community to promote the expansion of SIDES, including participation in state and national employer seminars, Society of Human Resource Management and other human resource management counsels.
- Assist the SIDES Program Manager in the development, preparation and presentation of SIDES training and marketing collateral.
- Monitor SIDES websites ensuring information posted is current and in an easy-to-use, intuitive format.

Operations Support:

- Perform demonstrations of SIDES exchanges to state UI agencies and employer/TPA representatives to promote the implementation and use of all SIDES exchanges throughout the lifecycle of an unemployment insurance claim.
- Assist with the documentation of system business rules and test scenarios for the system.
- Compile, analyze and provide feedback from the results of system testing.
- Provide input and design ideas for improvements of overall SIDES operations including enhancement/system defect forms, organization of documentation.
- Identify areas of improvement and assist in development of enhancements and/or streamlining standard formats, including fine tuning current exchanges and accompanying data elements.
- Conduct business process analysis for states related to SIDES implementations, successful practices and employer communication efforts.
- Develop and distribute reports using the SIDES Admin Site and other tools as directed by the SIDES Program Manager.

Experience, Competencies and Skills Required for Position:

- Significant experience in the operations of a State Unemployment Insurance operation.
- Proven ability to work independently.
- Strong writing skills with fluency in English, ability to apply rules of composition and grammar.
- Proficient with Microsoft office products, particularly Word, PowerPoint, Excel, Project and Outlook.
- Competent in basic mathematics and statistics.
- Skilled at listening, reading, managing time, learning, identifying & solving problems, and perceiving business and social situations.
- Strong interpersonal, planning, and organizational skills.
- Ability to support and accept direction of the SIDES Director and SIDES Program Manager and work as a self-starter with little or no direct oversight.
- Professional demeanor toward colleagues, project stakeholders and NASWA members.
- Reliable, responsible, composed, honest, ethical, tolerant of differences and willing to change as required.

Education (including credentials, certificates, etc.):

- Preference will be given to applicants that have earned a bachelor's degree from an accredited four-year college or university.
- Experience specific to work in unemployment insurance with a state agency, employer HR department dealing with UI or employer representative may be substituted for the education requirement.



- Preference will be given to applicants possessing SIDES experience at a state or national level

Job Details:

Location: The position is a remote/telework position.

Reports to: SIDES Program Manager.

Term: Full Time.

Salary Range: \$70,000 - \$90,000 per year.

Benefits: Generous 401k Matching and Health Care Package, Tuition Reimbursement.

Travel Requirements: Periodic travel in the United States for meeting with states and conferences for the purpose of marketing SIDES. Travel could be up to 50 percent during peak periods.

How to Apply: Submit cover letter, resume and 3 professional references to: jabbott@naswa.org. Applications will be accepted through June 21, 2019.