



WE MAKE FLORIDA HAPPEN

CELEBRATING STATE WORKERS AND THE VITAL SERVICES WE PROVIDE TO THE PUBLIC



LEESHUN FRYSON

RESIDENT: TALLAHASSEE

JOB TITLE: BENEFITS SERVICE SPECIALIST 1

AGENCY: DEPARTMENT OF ECONOMIC OPPORTUNITY

DEPARTMENT: ESCALATE CLAIMS UNIT

START DATE: 2009

My goal has always been to be a public servant who makes a difference. I assist claimants who are having with their unemployment compensation claims. My job is important because I assist anyone who is trying to obtain much needed benefits.

My job requires adjudication experience, training and mentoring new workers to provide excellent customer service. Claimants are grateful when their issues are resolved and their claims are paid out.

There are a lot of people who are struggling in our community and need a helping hand, especially as the economy is recovering. As a Benefits Service Specialist, I'm able to help people resolve issues with their unemployment claims. I also investigate cases of fraud and help claimants recover stolen benefits that were meant for them.

It's a complex process, so I am often walking people through the system over the phone. If we're having problems getting to the next step, I'll work together with my team to solve a case. That's how passionate we are about this work - no matter how difficult the issue is, we'll work together to help the people who need it most.

It's important for folks to realize that unemployment can hit anyone at any time, no matter who you are or where you come from. I know because I've lived through it myself. It's important that we be empathetic and patient. The people we're working with are in a moment of real crisis, worried about how they're going to take care of their families. I'll never forget that when I'm doing my job.

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3064 HIGHLAND OAKS TERRACE
TALLAHASSEE, FL 32301