

**IOWA WORKFORCE DEVELOPMENT  
UNEMPLOYMENT INSURANCE APPEALS**

68-0157 (9-06) - 3091078 - EI

**MEGAN N WOOLEVER**  
Claimant

**APPEAL NO. 09A-UI-10488-S2T**

**ADMINISTRATIVE LAW JUDGE  
DECISION**

**WELLS FARGO BANK**  
Employer

**Original Claim: 01/04/09  
Claimant: Appellant (2)**

Section 96.5-2-a – Discharge for Misconduct

**STATEMENT OF THE CASE:**

Megan Woolever (claimant) appealed a representative's July 14, 2009 decision (reference 04) that concluded she was not eligible to receive unemployment insurance benefits because she was discharged from work with Wells Fargo Bank (employer) for violation of a known company rule. After hearing notices were mailed to the parties' last-known addresses of record, a telephone hearing was scheduled for August 10, 2009. The claimant participated personally. The employer participated by Jennifer Gaskey, Service Manager. The employer offered and Exhibit One was received into evidence.

**ISSUE:**

The issue is whether the claimant was discharged for misconduct.

**FINDINGS OF FACT:**

The administrative law judge, having heard the testimony and having considered all of the evidence in the record, finds that: The claimant was hired on February 16, 2009, as a part-time teller. On February 16, 2009, the claimant signed for the employer's Acknowledgement of Responsibility: Transaction Processing, Cash Balancing and Operating Losses. The document informed the claimant that she could be immediately terminated if she altered the cash in the drawer to have it balance.

The employer did not issue the claimant any warnings but knew she was having trouble balancing her drawer. The employer found the claimant's errors but did not offer her training to become better equipped to balance her drawer. The claimant felt rushed when she worked.

On June 9, 2009, the claimant's drawer was \$1.45 short. The claimant could not find the error and put \$1.45 of her own money in the drawer so she would balance. Shortly thereafter she discovered the discrepancy had to do with her failure to record a coin machine transaction. The claimant reported the issue to the employer.

The employer was going to issue the claimant a verbal warning for using her own account number to waive customer fees on cashier checks. When the claimant told the employer about putting \$1.45 in the drawer, the employer terminated the claimant on June 9, 2009.

### **REASONING AND CONCLUSIONS OF LAW:**

For the reasons that follow, the administrative law judge concludes the claimant was not discharged for misconduct.

Iowa Code section 96.5-2-a provides:

An individual shall be disqualified for benefits:

2. Discharge for misconduct. If the department finds that the individual has been discharged for misconduct in connection with the individual's employment:

a. The individual shall be disqualified for benefits until the individual has worked in and has been paid wages for insured work equal to ten times the individual's weekly benefit amount, provided the individual is otherwise eligible.

871 IAC 24.32(1)a provides:

Discharge for misconduct.

(1) Definition.

a. "Misconduct" is defined as a deliberate act or omission by a worker which constitutes a material breach of the duties and obligations arising out of such worker's contract of employment. Misconduct as the term is used in the disqualification provision as being limited to conduct evincing such willful or wanton disregard of an employer's interest as is found in deliberate violation or disregard of standards of behavior which the employer has the right to expect of employees, or in carelessness or negligence of such degree of recurrence as to manifest equal culpability, wrongful intent or evil design, or to show an intentional and substantial disregard of the employer's interests or of the employee's duties and obligations to the employer. On the other hand mere inefficiency, unsatisfactory conduct, failure in good performance as the result of inability or incapacity, inadvertencies or ordinary negligence in isolated instances, or good faith errors in judgment or discretion are not to be deemed misconduct within the meaning of the statute.

The employer has the burden of proof in establishing disqualifying job misconduct. Cosper v. Iowa Department of Job Service, 321 N.W.2d 6 (Iowa 1982). Misconduct serious enough to warrant discharge is not necessarily serious enough to warrant a denial of job insurance benefits. Such misconduct must be "substantial." Newman v. Iowa Department of Job Service, 351 N.W.2d 806 (Iowa App. 1984).

An employer may discharge an employee for any number of reasons or no reason at all, but if it fails to meet its burden of proof to establish job-related misconduct as the reason for the separation, employer incurs potential liability for unemployment insurance benefits related to that separation. Inasmuch as employer had not previously warned claimant about any of the issues leading to the separation, it has not met the burden of proof to establish that claimant acted deliberately or negligently in violation of company policy, procedure, or prior warning. If

an employer expects an employee to conform to certain expectations or face discharge, appropriate (preferably written), detailed, and reasonable notice should be given. The employer did not provide sufficient evidence of job-related misconduct and did not meet its burden of proof to show misconduct. Benefits are allowed.

**DECISION:**

The representative's July 14, 2009 decision (reference 04) is reversed. The employer has not met its burden of proof to establish job-related misconduct. Benefits are allowed.

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Beth A. Scheetz  
Administrative Law Judge

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Decision Dated and Mailed

bas/kjw