

Class Concept

This is professional work involved in the investigation and resolution of grievances or conducting disciplinary hearings.

Employee screens all grievances; some require an investigative or informal administrative hearing; some require a formal hearing. For grievances which cannot be resolved at this level, recommendations for course of action is made to the Hearings Officer Supervisor.

Employee conducts disciplinary hearings to provide due process reviews for acts of misconduct, documentation of relevant testimony, evaluation of evidence and case by case decisions in compliance with established parameters as well as legally mandated rules. Employee also conducts audits of the disciplinary process and provides disciplinary process training to agency staff as needed.

Recruitment Standards

Knowledge, Skills, and Abilities

- Considerable knowledge of applicable laws, rules, regulations and procedures.
- Ability to communicate effectively in oral and written form.
- Ability to conduct proceedings in an impartial and professional manner.
- Ability to remain composed and calm when dealing with upset parties.

Minimum Education and Experience

Bachelor's degree from an appropriately accredited institution; or an equivalent combination of education and experience.