

Class Concept

This is professional work involved in the review of appeals of previously adjudicated cases and rendering impartial decisions in a variety of complex, evolving areas of the law. Employee schedules hearings with parties involved; prepare for hearings by reviewing documentation submitted for the appeal and conducting research into applicable laws, policies, rules, statutes, regulations, and precedents; provide an overview of the process to participants; address questions from participants regarding procedures and processes without engaging in ex-parte communication of substantive issues involved in the case; gather relevant information from participants through questioning; control the flow of hearings and manage the conduct of hearing participants; and prepare decisions with tact and clarity using case-specific and relevant facts, appropriate laws, policies, rules, statutes, regulations, and precedents. Employee processes and rules on requests for continuances and other hearing matters. Work is performed with considerable independence. Employees may provide technical assistance and/or assist in the supervision of Hearings Officer I level employees.

Recruitment Standards

Knowledge, Skills, and Abilities

- Considerable knowledge of applicable laws, policies, rules, statutes, regulations, and precedents and the ability to analyze and interpret them in the context of case-specific facts and findings
- Considerable knowledge of quasi-judicial procedures and administrative law principles and procedures.
- Working knowledge of applicable workplace terminology.
- Ability to conduct proceedings in an impartial and professional manner.
- Ability to listen to and evaluate testimony using reasoning an logic.
- Ability to remain composed and calm when dealing with upset parties.
- Ability to control the flow of hearings and manage the conduct of participants.
- Ability to communicate clearly, concisely, and accurately in oral and written form.
- Ability to conduct legal research and analyze large volumes of documents, summarize complex facts, and prepare independent and timely decisions that correctly apply applicable laws, policies, rules, statutes, regulations, and precedents.
- Ability to relate to a variety of individuals including staff, clients, attorneys representing clients, and other appellants.

Minimum Education and Experience

Bachelor's degree from an appropriately accredited institution and four (4) years of experience in administrative adjudication proceedings; or an equivalent combination of education and experience.