

### Class Concept

This is professional work involved in supervising a staff of Hearings Officers to ensure hearings are conducted consistently, in compliance with due process standards, and that the decisions rendered are defensible. Employee is responsible for interpreting program regulations, implementing procedures, evaluating their effectiveness, maintaining work standards, assigning hearings caseloads, and recruiting, orienting and training new staff members. Employee is responsible for rendering a final agency decision when initial decisions are contested.

### Recruitment Standards

#### Knowledge, Skills, and Abilities

- Considerable knowledge of quasi-judicial procedures.
- Considerable knowledge of administrative appeal procedures.
- Ability to communicate effectively in oral and written form.
- Ability to interpret and apply complex agency policies, administrative rules and regulations and general statutes.
- Ability to listen to and evaluate testimony using reasoning and logic to conceptualize legal judgments.
- Ability to manage a comprehensive and diverse docket.
- Ability to problem solve and manage complex situations for effective resolution.
- Ability to assign work, measure work performance and supervise staff.

#### Minimum Education and Experience

Bachelor's degree from an appropriately accredited institution and five (5) years of experience as a hearings officer, claims adjudicator or manager of a business or government program; or an equivalent combination of education and experience.