OHIO CLASSIFICATION SPECIFICATION
Developed for Equal Opportunity

NEW AUG 0 2 1987

CLASS TITLE:	CODE:
Claims Examiner 3	16743C
MAJOR AGENCIES: County Offices, Universities	JURISDICTION: Cnty., Univ.

FUNCTION: Under general supervision of higher-level claims examiner, administrative officer or compensation manager, processes most difficult claims & functionally supervises new or lower-level claims examiners; interviews claimants & employees &/or handles telephoned or written inquiries; performs related clerical tasks; -PERFORMS RELATED DUTIES AS REQUIRED

RANK	% OF TIME	JOB DUTIES	MAJOR WORKER CHARACTERISTICS
1	75-85	A- In Bureau of Employment Services, processes appeals &/or claims on most difficult cases (e.g., seasonal, combined wage, school & non-school, federal, civilian & military wages, together with all combinations) &/or functionally supervises new or lower-level claims examiners (i.e., assigns work, trains, acts in absence of regular supervisor, answers questions). B- In Bureau of Workers' Compensation, processes special or complex claims (e.g., allowing, amending or reactivating claims, granting motions determining files to be forwarded for hearing & functionally supervises new or lower-level Claims Examiners (i.e., assigns work, trains, answers questions, acts in absence of regular supervisor). C- In Industrial Commission coordinates work procedures & personnel as to produce maximum workload (e.g., coordinates receipt, filing, processing & scheduling of lump sum settlements & permanent partial applications); functionally supervises lower-level examiners (i.e., trains, determines procedures to be used in processing claim, monitors work) &/or maintains office personnel & operation records (e.g., payroll, daily reports, supply orders, attendance) & reviews claim files for accuracy of information or reviews medical reports & makes legal reviews.	Knowledge of (1) eligibility criteria, departmental policies & procedures & applicable laws required to process assigned claims, (2) supervision*, (3) employee training & development*; ability to (4) apply principles to solve problems, (5) calculate fractions, decimals & percentages, (6) complete routine forms, (7) gather, collate & classify data, (8) cooperate with co-workers &/or establish friendly atmosphere as functional supervisor.

(114)

123:1-7-17

*Developed after employment

MINIMUM CLASS REQUIREMENTS: *(including license, if any.)* Ability to calculate fractions, decimals & percentages, complete forms & write routine correspondence plus: 1 course in public relations (or 1 mo. exp.); 600 hours training in eligibility criteria, departmental policies & procedures & applicable laws to process assigned claims (or 6 mos. exp.); 300 hours training in interviewing (or 3 mos. exp.); or equivalent.

NEW AUG 0 2 1997

OHIO CLASSIFICATION SPECIFICATION *Developed for Equal Opportunity*	CLASS TITLE: Claims Examiner 3	CODE: 16743 C
	MAJOR AGENCIES: County Offices, Universities	JURISDICTION: Cnty., Univ.

RANK	% OF TIME	JOB DUTIES	MAJOR WORKER CHARACTERISTICS
2	11-21	Interviews claimants, employers & other parties by telephone, correspondence or in-house to obtain additional information; notifies all interested parties of claims decisions; answers telephoned or written inquiries.	Knowledge of 1, (9) interviewing, (10) public relations; ability to 4, 5, 6, 7, (11) handle telephone or face-to-face contacts, (12) prepare routine correspondence.
3	0-8	Performs related clerical duties (e.g., types, maintains files, directs preparation of EDP records, proofreads typed copies, handles mail, making arrangements for incarcerated claimants to receive examination at various institutions, certified review of files).	Ability to 6, 7, (13) sort items into established categories & file them in alphabetical or nummerical order.

(115)

123:1-7-17

*Developed after employment

UNUSUAL WORKING CONDITIONS:	MINIMUM CLASS REQUIREMENTS: *(including license, if any.)*	TRAINING & DEVELOPMENT: