

**ATTORNEY GENERAL
CLASSIFICATION
SPECIFICATION**

CLASSIFICATION SERIES
Crime Victims Claims Specialist

SERIES NUMBER
16711AG

MAJOR AGENCIES
Attorney General Only

EFFECTIVE
05/29/1998

SERIES PURPOSE The purpose of the Crime Victims Claims Specialist occupation is to review new crime victims claims from court & prepare claim folders with all possible preliminary information related to injury for further investigation in order that victims of crime can be compensated.

CLASS TITLE
Crime Victims Claims Specialist

CLASS NUMBER
16711AG

PAY RANGE
27

EFFECTIVE
05/29/1998

CLASS CONCEPT

The developmental level class works under immediate supervision & requires working knowledge of laws, rules & procedures governing compensation of victims of crime in order to review & prepare claim folders with all possible preliminary information needed for further investigation to ensure compensation of victims of crimes as appropriate.

<u>CLASS TITLE</u>	<u>CLASS NUMBER</u>	<u>B. U.</u>	<u>EFFECTIVE</u>	<u>PAY RANGE</u>
Crime Victims Claims Specialist	16711AG	45	05/29/1998	27

JOB DUTIES IN ORDER OF IMPORTANCE (These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)

Reviews new crime victims claims from court & compiles folders with all possible preliminary documentation of injury for further investigation; determines if claim has been timely filed; contacts claimant by telephone to collect additional information; drafts letters requesting additional information, based upon information collected from application & telephone inquiry; submits drafts to economic loss investigator for review & revision; distributes claims to appropriate attorney after all relevant data has been compiled.

Operates word processing equipment & software to produce &/or merge complex technical material (i.e., documents requiring use of legal, medical, scientific, or statistical terminology & applications) (e.g., legal briefs, affidavits, health record reports, tax comparison charts, economic loss calculations & other financial reports); interprets material & transcribes from dictaphone, optically scanned documents, written copy, rough draft or confidential notes; proofreads documents for correct spelling, punctuation & grammar; revises modifies & merges corrected information on word processing equipment, backs up data to disc or tape for future retention, ensures directory &/or subdirectory file maintenance & performs mathematical calculations on word processing equipment.

MAJOR WORKER CHARACTERISTICS

Knowledge of laws, rules & procedures governing crime victims claims process*; skill in public relations, both by telephone & face to face contact; knowledge of word processing techniques & procedures; knowledge of fractions & percentages; knowledge of technical terminology in the appropriate area; skill in operating word processing equipment, typewriter keyboard, & dictaphone/transcriber; ability to interpret variety of instructions in written, oral, picture or schedule form; ability to copy material accurately & recognize grammatical & spelling errors; ability to screen mail & sort items into categories according to established methods; ability to handle routine & sensitive inquiries from & contacts with crime victims/claimants, medical providers, attorneys, insurance personnel & other business representatives; ability to gather, collate & classify information about data, people or things; ability to apply standard procedures established for processing crime victim claims; knowledge of English composition & grammar or business communication/correspondence.

(*)Developed after employment.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT

12 months trg. or 12 months experience in using word processing equipment & related software & in working in office handling telephone calls & clerical work; 1 course or 3 mos. exp. in English composition & grammar or business communication/correspondence; formal education in arithmetic that includes calculation of fractions & percentages & in alphabetizing, English grammar, punctuation & editing of common English vocabulary; typing skill of 60 words per minute.

-Or alternative, equivalent, evidence of the Major Worker Characteristics noted above.

TRAINING AND DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT

Not applicable.

UNUSUAL WORKING CONDITIONS

Not applicable.