

STATE OF OHIO (DAS)
CLASSIFICATION
SPECIFICATION

CLASSIFICATION SERIES:

Hearing Assistant

SERIES NO.:

6382

MAJOR AGENCIES:

Commerce, Job & Family Services

EFFECTIVE DATE:

03/07/2004

SERIES PURPOSE:

The purpose of the hearing assistant occupation is to review case folders to verify that all necessary information is present & properly completed or to ascertain ancillary issues or disposition of issues & their legal effects.

CLASS TITLE:

Hearing Assistant

CLASS NUMBER:

63821

EFFECTIVE DATE:

03/07/2004

CLASS CONCEPT:

The developmental level class works under general supervision & requires working knowledge of state &/or federal laws, rules & procedures governing approval/denial, modification & cancellation of benefit claims in appellate status & quasi-judicial hearing process & procedures in order to review case files to verify whether all information is present & properly completed or to ascertain ancillary issues or disposition of issues & their legal effects.

CLASS TITLE: Hearing Assistant	CLASS NUMBER: 63821	BARGAINING UNIT: 14
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EFFECTIVE DATE:

03/07/2004

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.)

Receives & reviews case folders to verify that all necessary information is present & properly completed (i.e., payment of fee bills, mathematical computations, omission of necessary issues), or to ascertain disposition of issues & their legal effects (i.e., appeals & applications, disposition of orders, routing of files), or to ascertain ancillary issues (e.g., sorts & categorizes folders, determines parties &/or dates of hearings).

Performs variety of clerical tasks (e.g., maintains files; answers inquiries pertaining to disposition of claims; prepares claim files & corresponding dockets; distributes necessary papers to staff; prepares individual folders containing statement of facts; maintains & supplies updated materials for office).

Performs variety of public relations tasks (e.g., answers inquiries & provides information to agency operations; contacts parties to arrange meetings &/or hearings; answers telephone & refers caller to appropriate staff; travels as necessary to assist in hearings).

MAJOR WORKER CHARACTERISTICS:

Knowledge of mathematics; state &/or federal laws, rules & procedures governing approval/denial, modifications & cancellation of benefit claims in appellate status*; quasi-judicial process & procedures*; legal terminology & legal research; business/legal secretarial communications. Skill in use of standard office equipment (e.g., video display terminal, photocopier)*. Ability to define problems, collect data, establish facts & draw valid conclusions; gather, collate & classify information about data, people or things; handle routine & sensitive inquiries from appellants, appellees, legal personnel & general public.

(*)Developed after employment.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:

Formal education in arithmetic which involved fractions, decimals & percentages; completion of legal secretarial training program offered by technical college or business school.

-Or 6 mos. trg. or 6 mos. exp. in processing benefit claims under appeal.

-Or 12 mos. trg. or 12 mos. exp. in position involving research, written & oral business communications & public contact.

-Or equivalent of Minimum Class Qualifications for Employment noted above.

TRAINING AND DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT:

Not applicable.

UNUSUAL WORKING CONDITIONS:

May be exposed to persons who are irate or hostile; may require travel.