

STATE OF OHIO (DAS)
CLASSIFICATION
SPECIFICATION

<u>CLASSIFICATION SERIES</u> Crime Victims Claims Specialist	<u>SERIES NUMBER</u> 16711AG
<u>MAJOR AGENCIES</u> Attorney General Only	<u>EFFECTIVE</u> 3/25/2018

SERIES PURPOSE

The purpose of the Crime Victims Claims Specialist occupation is to review new crime victim claims from the courts, create claim folders with all preliminary information & prepare files for further investigation so that victims of crimes are properly compensated.

JOB TITLE

Crime Victims Claim Specialist

JOB CODE

16711AG

PAY GRADE

27

EFFECTIVE

3/25/2018

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>JOB TITLE</u>	<u>JOB CODE</u>	<u>B. U.</u>	<u>EFFECTIVE</u>	<u>PAY GRADE</u>
Crime Victims Claims Specialist	16711AG	45	3/25/2018	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 victim claims & prepares them for further investigation.

- Receives & reviews new crime victims claims received from the courts & determines if claim was filed timely.
- Creates claims folders & compiles all preliminary documentation regarding the injury, preparing claim for further investigation.
- Contacts claimants by telephone to collect additional information.
- Drafts letters requesting additional information based on data from the application & telephone inquiries.
- Submits draft letters to economic loss investigator for review & revision.
- Forwards claim to appropriate attorney once all relevant information is compiled.
- Uses personal computer to produce &/or merge complex technical materials (e.g., legal documents, medical records, tax comparison charts, economic loss calculations & other financial reports).
- Interprets materials & produces typed copy from dictated, written copy, rough draft or confidential notes, proofreading & formatting as required.
- Maintains records (electronic & hard copy) & files.

MAJOR WORKER CHARACTERISTICS

Knowledge of laws, rules & procedures governing crime victims claims process*; customer service; English composition & grammar or business communication/correspondence; fractions & percentages; technical terminology. Skill in use of personal computer & business office software (e.g., Microsoft Office Suite, document management system*); typing 50 wpm. Ability to apply standard procedures established for processing crime victim claims*; interpret variety of instructions in written, oral, picture, & schedule form; copy materials accurately & recognize grammatical & spelling errors; screen mail & sort items into categories according to established methods; gather, collate & classify information about data, people or things; handle routine & sensitive inquiries from & contacts with crime victims/claimants, medical providers, attorneys, insurance personnel & other business representatives.

(*)Developed after employment.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT

12 mos. trg. or 12 mos. exp. in use of personal computer & business office 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 50 words per minute.

-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

Not applicable.