### 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

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<th align="center">Crime Victims Claim Specialist</th>
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### 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.
**JOB TITLE**
Crime Victims Claims Specialist

**JOB CODE**
16711AG

**B. U.**
45

**EFFECTIVE**
3/25/2018

**PAY GRADE**
27

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**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.

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**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.

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**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.

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**TRAINING AND DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT**
Not applicable.

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**UNUSUAL WORKING CONDITIONS**
Not applicable.