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Class Specification
for the Class:

EMPLOYMENT SECURITY APPEALS OFFICER
(EMPLOYMENT SECURTY APPLS OFFCR)

Duties Summary:

Plans, organizes, manages and directs a program for the conduct of quasi-judicial hearings of appeals by claimants and employers relative to departmental decisions on unemployment insurance benefits, coverage and other related employment security matters; formulates and determines the methods, means, processes and procedures by which the Employment Security Appeals function and operations for the State are accomplished; and performs other related duties as assigned.

Distinguishing Characteristics:

This class involves responsibility for planning, organizing, managing, directing and supervising the State employment security appeals program which is concerned with the conduct of quasi-judicial hearings of appeals against actions of the Director of Labor and Industrial Relations and rendering formal written decisions to affirm, reverse, or modify such actions. The one position in this class formulates, determines and implements the methods, means, processes and procedures necessary to assure that the Employment Security Appeals function is carried out in conformance with Federal standards and State statutes, rules and regulations. This includes budget preparation and execution, determining staffing requirements, recommending to appointing authority removal of a referee whose work performance indicates an inability to arrive at competent decisions, establishing operational policies and procedures and providing liaison with federal authorities who evaluate and review the program. The position analyzes management data essential to planning, scheduling of referees, calendaring of hearings and maintaining standards of quality, quantity and timeliness of appeals hearings and decision-making. In addition, the one position in this class also conducts appeal hearings and renders written decisions and supervises a clerical staff concerned with recordkeeping, public notices, scheduling of hearings and related supportive clerical activities required in the operation of the program.

Under legal restrictions applicable to this program, the decisions of the various appeals referees cannot be influenced by persons not parties to the appeal, or changed, amended or overturned, except by a court of law or as subsequently amended by the referee who initially issued the decision. Precedential

decisions of full-time referees are binding on substitute referees. Consequently, technical review and evaluation of referee activities by the one position in this class is on a post-audit basis after decisions are rendered. The position in this class has no authority to direct a decision of the subordinate appeals referees, except that the incumbent may guide or advise a referee when asked, for consultation purposes. However, a position in this class does provide continuity and uniformity in the interpretation and application of the law, by circulating new decisions and court interpretations, reviewing transcripts and written decisions on completed cases by appeals referees for discussion with them for training and professional improvement purposes, by training and orienting new employees, and by providing consultation and advice to referees when requested on precedents, problem situations, or ramifications of atypical cases.

A position in this class is under the general direction of the Director of Labor and Industrial Relations for administrative purposes only.

Examples of Duties:

Plans, organizes, manages and directs the State employment security appeals program; formulates, determines and implements methods, means, processes and procedures necessary to carry out program functions; prepares operating budget and expenditure plans; reviews operations for variance from plans and reports and initiates corrective actions, as appropriate; analyzes management data essential to planning, scheduling, calendaring and assuring that quality and timeliness of appeal processing is emphasized; plans, organizes, supervises and coordinates the work of subordinate referees and clerical staff; assigns cases to appeals referees, taking into consideration workload and difficulty relative to the referees' experience and competence; advises referees as requested as to available references and source material; reviews final transcripts and decisions prepared by appeals referees on a post-audit basis to assess fairness, quality and procedural adequacy; keeps abreast of court rulings on cases, changes in laws, rules and regulations and their effects on precedents relative to current cases; insures subordinate referees awareness of new precedents and changes to laws, rules and regulations and procedural requirements of the program by preparing referee manuals, catalogs of reference laws and providing consultation to them as requested; takes necessary action to achieve promptness standards established by federal authorities; provides liaison with federal evaluation teams; recommends necessary staffing; refers questions requiring legal interpretations to the Attorney General; orients and trains new employees; prepares job performance evaluations for staff

including referees; recommends appropriate action on personnel matters such as, appointments, promotions, transfers, leaves of absence and disciplinary problems; determines changes for improvement in operational procedures; prepares correspondence and reports; conducts quasi-judicial appeals hearings and renders final written decisions to affirm, reverse or modify the director's decisions on such cases.

Knowledge and Abilities Required:

Knowledge of: Administrative policies, procedures, methods relating to office management, budgeting, reporting and staffing; methods of providing on-the-job training and monitoring performance; federal and State unemployment compensation and related employment security laws, rules and regulations including those pertaining to the appeals system; principles of conducting quasi-judicial hearings; rules of quasi-judicial procedure and evidence; industrial and labor relations practices.

Ability to: Plan, organize, manage and direct the State unemployment insurance appeals program; establish operational policies, procedures and standards; schedule and assign cases and maintain "promptness" standards; explain and defend agency performance; find methods to improve both quantity and quality of work; advise referees to promote fair and procedurally correct decisions; supervise the work of others; conduct quasi-judicial hearings; conduct research; analyze, evaluate and correlate evidence and testimony and reach sound impartial decisions; interpret and explain policies, rules, regulations and statutory provisions relating to the employment security appeals program; establish and maintain cooperative working relationships; write and speak effectively; prepare clear and concise correspondence and reports; deal effectively with others.

This is an amendment, change in title and change in code number for the class Employment Security Appeals Referee VII, approved on January 4, 1978. This amended class EMPLOYMENT SECURITY APPEALS OFFICER, 17.561, is converted to the EMCP effective August 11, 1989.

DATE APPROVED: 11/7/89

/s/ Ann K. Kon
ALFRED C. LARDIZABAL
Director of Personnel Services