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Minimum Qualification Specification  
for the Class:

EMPLOYMENT SECURITY APPEALS OFFICER  
(EMPLOYMENT SECURITY APPLS OFFCR)

Basic Education/Experience Requirements:

Graduation from an accredited four (4) year college or university.

Excess work experience as described below in the experience section or any other progressively responsible administrative, professional, or other analytical work experience which would provide knowledge, skills and abilities comparable to those acquired in four (4) years of successful study while fulfilling a prescribed college curriculum leading to a baccalaureate degree may be substituted for education on a year-for-year basis.

The education or experience background must demonstrate the ability to write clearly and comprehensively such material as reports and analyses; read and interpret complex written material; and solve complex problems logically and systematically.

Experience Requirements:

Except for the substitutions provided elsewhere in this specification, applicants must have had progressively responsible experience of the kind, quality and amounts shown below:

General Experience: Three (3) years of progressively responsible professional analytical work experience which involved gathering, evaluating and analyzing facts and other pertinent information required to resolve problems; and identifying, evaluating and analyzing issues involved and interpreting and applying various statutory provisions, rules or regulations to determine and recommend appropriate courses of action. Such experience must have demonstrated the ability to elicit information orally and in writing, apply problem-solving methods and techniques and prepare clear and concise written reports of facts, issues, application of laws, rules, regulations and procedures and recommendations for action.

Specialized Experience: Three (3) years of progressively responsible professional analytical work experience of one or a combination of the kinds described below:

- (a) Responsible experience which demonstrated knowledge of procedures and requirements pertinent to conducting hearings of contested cases in government. Such experience may have been obtained through work which involved either (1) conducting hearings of contested cases in government including time required to conduct research and study preparatory to conducting hearings and subsequently to analyze the evidence and prepare findings of fact, conclusions of law and recommendations or decisions as applicable; (2) serving as a responsible representative of a party at, or actively participating as a party in such hearings including time required to conduct research and study preparatory to the hearing, gathering and evaluating facts to be submitted as evidence and preparing analyses or memoranda subsequent to hearings as applicable; (3) supervising the review of contested cases which require resolution through governmental hearings including responsibility for deciding appropriateness of pursuing the case through hearings and/or further appeal; overseeing the conduct of research and study preparatory to the hearings, the gathering and evaluation of facts to be submitted as evidence, and the preparation of analyses or memoranda subsequent to hearings, as applicable; or (4) as a staff specialist, determining the course of action to be taken as a result of decisions made in hearings of contested cases including reviewing evidence presented and researching relevant statutes, rules, regulations, and previous decisions on similar cases; evaluating appropriateness of decisions and determining their impact on the program operations, and preparing for further appeals as appropriate. Experience in conducting hearing, representing or being an active party in hearings, or serving as a supervisor or staff specialist as described above need not have been on a full-time basis. However, experience will be prorated for that portion of time in which the above activities

were actually performed based on a full-time work basis (i.e., forty hours per week).

- (b) Experience which demonstrated thorough knowledge of unemployment insurance laws, rules and regulations. Evidence of such level of knowledge includes work as a supervisor over lower-level unemployment insurance claims examiners which included responsibility for the coordination of work, training and the review and evaluation of the propriety of benefits determination work performed by subordinates; as a professional performing the most difficult and complex unemployment insurance assignments involving the investigation of disputes under the employment insurance law; or as a program specialist responsible for evaluating unemployment insurance program operations and developing or revising policies, procedures and techniques and providing technical advice to supervisors and others.

At least one (1) year of this experience must have demonstrated knowledge of procedures and requirements pertinent to conducting hearings of contested cases as described in (a) above and one (1) year must have involved unemployment insurance as described in (b) above. This experience may have been gained separately or concurrently.

Supervisory Aptitude: Applicants must possess Supervisory Aptitude. Supervisory aptitude is the demonstration of aptitude or potential for the performance of supervisory duties through successful completion of regular or special assignments which involve some supervisory responsibilities or aspects; by serving as a group or team leader, or in similar work in which opportunities for demonstrating supervisory capabilities exist; by completion of training courses in supervision accompanied by application of supervisory skills in work assignments; or by favorable appraisals by a supervisor indicating the possession of supervisory potential.

Administrative Aptitude: Applicants must possess Administrative Aptitude. Administrative aptitude will be considered to have been met when there is strong affirmative evidence of the necessary administrative aptitudes and abilities. Such evidence may be in the form of success in regular or special

assignments or projects which involved administrative problems (e.g., in planning, organizing, promoting, and directing a program providing staff advice and assistance); interest in management demonstrated by the performance of work assignments in a manner which clearly indicates awareness of managerial problems and the ability to solve them; completion of educational or training courses in the areas of management accompanied by the application of the principles, which were learned, to work assignments; management's observation and evaluation of the applicant's leadership and managerial capabilities; success in trial assignments to managerial and/or administrative tasks.

Non-Qualifying Experience:

Clerical work experience, although it may be in the field of appeals processing or unemployment insurance claims examination and other application of law, is not qualifying.

Substitutions Allowed:

Substitution of Education for Experience:

1. Satisfactory completion of academic requirements for a master's degree from an accredited college or university which required completion of research and the preparation of extended reports may be substituted for one (1) year of the General Experience required.
2. Satisfactory completion of coursework required for a law degree from a school of law accredited by a nationally recognized professional Lawyer's organization such as the American Bar Association or the Association of American Law Schools, or its foreign equivalent, which included study of techniques of legal research and writing, administrative law, rules of evidence, and civil procedures may be substituted for the General or Specialized Experience required on the basis of fourteen (14) semester credit hours for each one-half (1/2) year of experience required up to a maximum of one and one-half (1-1/2) years of General Experience and/or one and one-half (1-1/2) years of the Specialized Experience, Part (a).

3. Possession of a law degree from a school of law accredited by a nationally recognized professional Lawyer's organization such as the American Bar Association or the Association of American Law Schools, or its foreign equivalent, may be substituted for all of the General and two (2) years of the Specialized Experience, Part (a) required.

Substitution of Specialized Experience for General Experience: Excess specialized experience may be substituted for the required general experience on a year-for-year basis.

Quality of Experience:

Possession of the required number of years of experience will not in itself be accepted as proof of qualification for a position. The applicant's overall experience must have been of such scope and level of responsibility as to conclusively demonstrate that he/she has the ability to perform the duties of the position for which he/she is being considered.

Selective Certification:

Specialized knowledge, skills and abilities may be required to perform the duties of some positions. In such positions, certification may be restricted to eligibles who possess the pertinent experience and/or training required to perform the duties of the position.

Agencies requesting selective certification must show the connection between the kind of training and/or experience on which they wish to base selective certification and the duties of the position to be filled.

Tests:

Applicants must qualify on the appropriate examination for the class. For non-competitive actions, the examination may be waived.

Physical and Medical Requirements:

Applicants must be physically able to perform, efficiently and effectively, the essential duties of the position which typically require the ability to read without strain printed material the size of typewritten characters, glasses permitted, and the ability to hear the conversational voice, with or without a hearing aid, or the ability to compensate satisfactorily. Handicaps in these or other areas will not automatically result in disqualification. Those applicants who demonstrate that they are capable of performing the essential functions of the position will not be disqualified under this section.

Any condition which would cause applicants to be a hazard to themselves or others is cause for disqualification.

Any disqualification under this section will be made only after a review of all pertinent information including the results of the medical examination, and requires the approval of the Director.

Mental/Emotional Requirements:

All applicants must possess emotional and mental stability appropriate to the job duties and responsibilities and working conditions.

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This is an amendment to the minimum qualification specification for the class EMPLOYMENT SECURITY APPEALS OFFICER (EMPLOYMENT SECURITY APPLS OFFCR) which was approved on November 7, 1989.

DATE APPROVED: 4/25/96

/s/ Ann K. Kon

JAMES H. TAKUSHI

Director of Human Resources Development