POSITION DESCRIPTION

AGENCY/DEPT ID		
DIVISION OR INSTITUTION HEARING SERVICES	UNIT OR OFFICE CLEVELAND REGIONAL OFFICE	COUNTY OF EMPLOYMENT CUYAHOGA

POSITION NUMBER 20072064

☐ Reclassification ☐ New Position ☒ Update

Position Hyperlinked to ☐ Agency Organizational Tree

USUAL WORKING TITLE OF POSITION ADMINISTRATIVE PROFESSIONAL	POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR

☒ Permanent ☐ Temporary ☐ Intermittent	☒ Classified ☐ Unclassified	Overtime: ☒ Eligible ☐ Exempt If FLSA Exempt, exemption type:	Bargaining Unit 22 Page 1 of 2

NORMAL WORKING HOURS (Explain unusual or rotating shift):
FROM: 8:00 A.M. TO: 5:00 P.M. Hours may vary.

JOB TITLE
ADMINISTRATIVE PROFESSIONAL 4

JOB DESCRIPTION AND WORKER CHARACTERISTICS

%	Job Duties in Order of Importance	Knowledge, Skills & Abilities
80	Acts as administrative professional to Regional Manager, provides clerical & non-routine administrative support (e.g., resolves problems; reviews reports); acts as liaison between Manager & subordinates, Hearing Administrator section & other departments, state agencies, injured workers, employers, & their representatives. Authorized to send emails on behalf of the Regional Manager and sign correspondence, as needed (e.g. hearing officer meeting minutes, weekly report). Reviews claim files & correspondence to independently make non-legal decisions to ensure compliance with agency policies & procedures, state laws. Ensures necessary steps are taken to achieve resolution of requests involving claim files & correspondence. Researches & responds to inquiries & complaints from injured workers, employers, their representatives, and state agency staff. Prepares confidential correspondence for Manager's signature (e.g., responds to questions regarding Industrial Commission jurisdiction over claims, claim settlements & appeals). Assumes responsibility for administrative functions in the absence of the Manager & Hearing Administrator & Program Administrator. Responds to phone calls, emails and other Hearing Administrator inquiries, as needed. Communicates decisions, directives, & assignments to appropriate staff. Organizes conferences, meetings, appointments & interviews via Teams for region & notifies all parties involved. Takes meeting minutes, as needed. As directed, by the Manager or Hearing Administrator, assigns hearing officers to take hearings, including the scheduling of emergency hearings, with appropriate notice to all parties. Reviews and analyzes all queues in Case Manager, Applications (Action items, Action uploads, VSSR, etc.) to ensure inventories are current. Updates information on CAS, ECM & Case Manager as needed. Backs up other district office supervisors or regional program administrators, as needed. Uses relevant IC /BWC computer applications. Assists in preparing & maintaining the monthly hearing schedule. Inputs hearing officer assignments & hearing officer conflicts into Automatic Docketing System. Schedules Deputy Regional Manager Hearings. Prepares HR documentation at the end of each pay period, including activity logs. Makes recommendations to improve production through changes in the department.	Knowledge of (13b*) IC/BWC policies & procedures, (14*) IC/BWC rules & regulations; skill in (25b) Microsoft applications, Commission Adjudication System (CAS)*, Case Manager*, Enterprise Content Management (ECM)*, BWC Systems; ability to (30h) apply principles to solve problems involving several variables in a familiar context, (32l) maintain accurate records, (r) prepare meaningful, concise, & accurate reports, (33e) gather, collate, & classify information about data, people, or things, (34f) handle sensitive inquiries from & contacts with officials & general public.

JOB CODE
16874

List Position Numbers & Job Titles of Positions Directly Supervised:	SIGNATURE OF AGENCY REPRESENTATIVE	DATE

POSITION DESCRIPTION

AGENCY/DEPT ID		
DIVISION OR INSTITUTION HEARING SERVICES	UNIT OR OFFICE CLEVELAND REGIONAL OFFICE	COUNTY OF EMPLOYMENT CUYAHOGA

POSITION NUMBER 20072064

☐ Reclassification ☐ New Position ☒ Update

Position Hyperlinked to ☐ Agency Organizational Tree

USUAL WORKING TITLE OF POSITION ADMINISTRATIVE PROFESSIONAL	POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR

☒ Permanent ☐ Temporary ☐ Intermittent	☒ Classified ☐ Unclassified	Overtime: ☒ Eligible ☐ Exempt If FLSA Exempt, exemption type:	Bargaining Unit 22 Page 2 of 2

NORMAL WORKING HOURS (Explain unusual or rotating shift):
FROM: 8:00 A.M. TO: 5:00 P.M. Hours may vary.

JOB TITLE ADMINISTRATIVE PROFESSIONAL 4

JOB DESCRIPTION AND WORKER CHARACTERISTICS

%	Job Duties in Order of Importance	Knowledge, Skills & Abilities
20	At the request of the Regional Manager & Hearing Administrator produce from rough draft or oral instructions correspondence as needed. Determines training needs and makes recommendations to the Regional Manager & Hearing Administrator. Prepares & reviews regional office operations for personnel. Performs routine administrative duties as assigned (e.g., opens, reviews, distributes, uploads incoming documents, orders supplies, updates phone roster, copies materials & prepares requisitions and agency charitable committee meetings). Maintains personnel files, etc. Operates CAS, ECM, Case Manager, Teams, BWC system. Coordinates records retention files. Must conduct themselves professionally at all times & in accordance with the IC's standards of customer service which require employees to act in a respectful & impartial manner while providing accurate information & timely issue resolution & abiding by the agency's Confidential Personal Information Policy.	Knowledge of 13b*, 14*; Skills in 25b; ability to 30h, 32l, 33e, (34j) customer service/professionalism. (*)Developed after employment THIS POSITION IS EXEMPT FROM COLLECTIVE BARGAINING This position may require travel; therefore, the person occupying this position must be able to provide his/her own transportation &/or legally operate a state owned vehicle.

JOB CODE 16874

List Position Numbers & Job Titles of Positions Directly Supervised:	SIGNATURE OF AGENCY REPRESENTATIVE	DATE