

POSTING IS REQUIRED

Classification Notice No. 1313

To: Agency Heads and Employees
From: Jeff Dolan, Career Service Executive Personnel Director
Date: January 8, 2010
Subject: Proposed Change to the Classification and Pay Plan

The proposed change amends the Classification and Pay Plan by changing the pay grade of Hearings Officer from 818-L to 820-L and adding Assessment Hearings Officer.

The Classification Division was contacted by the Assessment Division of the Department of Finance to review the classification of Hearings Officer. An analysis was conducted to determine the need for a new classification and the competitiveness of pay. The results identified the need for a new classification, Assessment Hearings Officer, and a pay grade change for the Hearings Officer.

REVISED CLASS SPECIFICATIONS INCLUDING PAY GRADE CHANGES

<u>Job Code:</u>	<u>Current Classification Title:</u>	<u>Present Pay Grade:</u>	<u>Proposed Pay Grade:</u>
CL0364	Hearings Officer	818-L (\$85,458 - \$136,386)	820-L (\$97,663 - \$155,875)
CL2333	Hearings Officer (Hourly)		

NEW CLASS

<u>Job Code</u>	<u>Classification Title</u>	<u>Pay Grade & Range</u>
CL2398	Assessment Hearings Officer	820-L (\$97,663 - \$155,875)

Per Career Service Rule 7-37 A – “If it is determined, as a result of an audit or maintenance study, that changes to the classification and pay plan are necessary, the effective date of any resulting re-allocations shall be the beginning of the first work week following approval by the Board.”

The Career Service Executive Personnel Director shall provide those appointing authorities who are affected with a draft of proposed changes in the plan, and notice shall be posted on appropriate bulletin boards at least thirteen calendar days from the date of this notice.

Public Notice of Changes:

The scheduled time for the public hearing is **Thursday, January 21, 2010 at 9:15 a.m.** in the CSA Board Room, Room 4.F.6, Webb Municipal Building, 201 West Colfax Avenue.

Note: Please submit any questions or comments on this proposal in writing to Bruce Backer bruce.backer@denvergov.org, Career Service Authority, in care of Meredith Creme meredith.creme@denvergov.org by 8:00 a.m. on **Tuesday January 19, 2010**. Please include a contact name and phone number so that we may respond directly.

If anyone wishes to be heard by the Board on this item, please call Leon Duran leon.duran@denvergov.org at (720) 913-5168 no later than noon on **Tuesday January 19, 2010**.



Career Service Authority

Hearings Officer

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GENERAL STATEMENT OF CLASS DUTIES

Conducts hearings, evaluates evidence, and issues binding decisions that contest matters, charges, or policy for municipal services brought by agency employees or by individuals.

DISTINGUISHING CHARACTERISTICS

This class conducts hearings, evaluates evidence, and issues binding decisions that contest charges or policy for municipal services about matters brought by agency employees or by individuals. This class is distinguished from the Assessment Hearings Officer, which conducts hearings, evaluates evidence, and issues recommendations regarding matters brought by citizens who are contesting property assessments on behalf of the County Board of Equalization.

Guidelines, Difficulty and Decision Making Level:

Guidelines are generally but not always clearly applicable, requiring the employee to exercise judgment in selecting the most pertinent guideline, interpret precedents, adapt standard practices to differing situations and recommend alternative actions in situations without precedent.

Duties assigned are generally complex and may be of substantial intricacy. Work assignment is performed within an established framework under general instructions but requires simultaneous coordination of assigned functions or projects in various stages of completion.

Employee is responsible for determining time, place and sequence of actions to be taken. Unusual problems or proposed deviations from guidelines, practices or precedents may be discussed with the supervisor before being initiated.

Level of Supervision Received and Quality Review:

Under administrative supervision, the employee has personal accountability for carrying out an assigned function, program or project within the scope of established guidelines and objectives and is expected to resolve problems that arise in the normal course of the work. Completed work is generally reviewed for soundness of judgment, conclusion, adequacy and conformance to policy.

Interpersonal Communications and Purpose:

Contacts with the public or employees where explanatory or interpretive information is exchanged, defended, gathered and discretion and judgment are required within the parameters of the job function.

Level of Supervision Exercised:

By position, performs lead work.

ESSENTIAL DUTIES

Ensures due process of the law by presiding over the full range of administrative law hearings to settle legal disputes.

Evaluates relevance and importance of statutes and case law theories, concepts, and principles to settle disputes and renders decisions and orders.

Hears and evaluates testimony under oath to determine case facts and maintains order and decorum, disposes of objections expressed, permits questioning and cross-examination of witnesses and ensures due process.

Manages pre-hearing conferences to control the docket, exchange information and evaluate proposed evidence, consider expert witness testimony, determine issues, conduct discovery and rule on preliminary motions.

Examines case records and official files and ensures that all documents and exhibits are fully documented in the record.

Conducts legal research to fully address all legal arguments.

Meets with municipal officials, appellants or their representatives to explain rights and obligations and discuss hearings rules and procedures.

Writes timely decisions which are binding on all parties.

By position, drafts policy statements for review and approval by agency management.

By position, submits findings and recommended decisions to an appointing authority or Board.

By position, orders polls, surveys, tests, reports or other studies to supplement findings or decisions.

Any one position may not include all of the duties listed. However, the allocation of positions will be determined by the amount of time spent in performing the essential duties listed above.

MINIMUM QUALIFICATIONS

Competencies, Knowledge & Skills:

Reading - Reads complex materials that convey scientific, technical, or legal information. Reads highly complicated charts, tables, graphs, or diagrams. Applies information to complete complex tasks

Writing - Composes documents or correspondence involving complex or technical information, and adapts writing to the audience's level of knowledge. Proofreads or edits complex or technical writing of others.

Legal, Government and Jurisprudence - Knowledge of laws, legal codes, court procedures, precedents, legal practices and documents, government regulations, executive orders, agency rules, government organization and functions, and the democratic political process

Integrity/Honesty - Contributes to maintaining the integrity of the organization; displays high standards of ethical conduct and understands the impact of violating these standards on an organization, self, and others; is trustworthy.

Reasoning - Interprets or analyzes highly complex information to discern patterns, trends, and relationships and to draw conclusions by applying rules that involve many steps.

Problem Solving - Uses logic to identify alternatives to solve complex or sensitive problems. Anticipates problems, and identifies and evaluates potential sources of information and generates alternatives to solve problems where precedents do not exist.

Decision Making - Identifies and evaluates alternatives, and makes sound and timely decisions, even in uncertain situations. Decisions involve complex issues, and impact the work and outcomes of an organization. Makes most decisions with little or no supervisory review

Oral Communication - Communicates, explains, or defends complex ideas or information clearly and adapts to the audience's level of knowledge. Thoughts are extremely well organized. Actively listens to others and clarifies communications.

Self Management - Sets goals and priorities for own work and coordinates activities and time lines with others to ensure project goals and deadlines are met. Takes initiative and seeks new or additional responsibilities and challenges. Continually applies great levels of effort, persistence, and autonomy toward achievement of goals.

Attention To Detail - Is thorough when performing work and conscientious about attending to detail.

Interpersonal Skills - Establishes and maintains ongoing working relationships with management, other employees, internal or external stakeholders, or customers. Remains courteous when discussing information or eliciting highly sensitive or controversial information from people who are reluctant to give it. Effectively handles situations involving a high degree of tension or discomfort involving people who are demonstrating a high degree of hostility or distress.

Planning and Evaluating - Establishes organization/work unit needs and priorities and develops strategies to achieve multiple short-and long-term goals, including directing and monitoring work, and determining and allocating resources. Monitors and evaluates organization/work unit performance. Coordinates work activities with other organizations or parts of the organization.

Memory - Recalls information that has been presented previously.

Self Esteem - Believes in own self-worth; maintains a positive view of self and displays a professional image.

Learning - Uses efficient learning techniques to acquire and apply new knowledge and skills; uses training, feedback, or other opportunities for self-learning and development.

Creative Thinking - Is innovative in developing or modifying theories, applications, systems, products, or services; new insights have a significant impact on others.

Flexibility - Adapts to continuous, significant, sudden or permanent changes or setbacks affecting numerous programs or priorities. Makes immediate adjustments in situations where conditions change frequently, or availability of information is limited, unpredictable or sporadic.

Stress Tolerance - Deals calmly and effectively with high stress situations (for example, tight deadlines, hostile individuals, emergency situations, dangerous situations).

Technical Competence - Uses knowledge that is acquired through formal training or extensive on-the-job experience to perform one's job; works with, understands, and evaluates technical information related to the job; advises others on technical issues.

Information Management - Anticipates and identifies information needs; gathers information from many sources; devises methods of organizing complex or technical information for which there is no precedent, and maintains complex and/or large information systems.

Knowledge of court procedures and rules of evidence sufficient to be able to provide due process in administrative hearings and render decisions.

Skill in applying general law and evaluating facts and evidence in relation to individual cases.

Skill in exercising initiative, judgment, and decision making in solving problems and meeting organizational objectives.

Skill in independently adapting, interpreting and applying written guidelines, precedents and standardized work practices to a variety of unprecedented or problematic situations

Physical Demands:

Sitting: remaining in the normal seated position.

Talking: expressing or exchanging ideas by means of spoken words.

Hearing: perceiving the nature of sounds by the ear.

Working Environment:

Subject to many interruptions.

Education Requirement:

Graduation from a college of law with attainment of a J.D. degree.

Experience Requirement:

Three years of experience as an attorney at law.

Education/Experience Equivalency:

None

Licensure and/or Certification:

By position, requires admission by the Supreme Court to practice law in Colorado at the time of application.

CLASS DETAIL

FLSA CODE: Exempt

ESTABLISHED DATE: 09/16/1995

REVISED DATE: XX/XX/2010

REVISED BY: Blair Malloy

CLASS HISTORY 1/1/2004: Revised minimum qualifications and equivalency statement.
12/2009: Revised distinguishing characteristics and equivalency statement



Career Service Authority
Assessment Hearings Officer

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GENERAL STATEMENT OF CLASS DUTIES

Conducts hearings, evaluates evidence, and issues recommendations regarding matters brought by citizens who are contesting property assessments on behalf of the County Board of Equalization.

DISTINGUISHING CHARACTERISTICS

The Assessment Hearings Officer conducts hearings, evaluates evidence, and issues binding decisions about matters brought by agency employees or by individuals contesting charges or policy for municipal services for the County Board of Equalization. This class is distinguished from the Hearing Officer, which conducts hearings, evaluates evidence, and issues binding decisions that contest matters, charges, or policy for municipal services brought by agency employees or by individuals.

Guidelines, Difficulty and Decision Making Level:

Guidelines are generally but not always clearly applicable, requiring the employee to exercise judgment in selecting the most pertinent guideline, interpret precedents, adapt standard practices to differing situations and recommend alternative actions in situations without precedent.

Duties assigned are generally complex and may be of substantial intricacy. Work assignment is performed within an established framework under general instructions but requires simultaneous coordination of assigned functions or projects in various stages of completion.

Employee is responsible for determining time, place and sequence of actions to be taken. Unusual problems or proposed deviations from guidelines, practices or precedents may be discussed with the supervisor before being initiated.

Level of Supervision Received and Quality Review:

Under administrative supervision, the employee has personal accountability for carrying out an assigned function, program or project within the scope of established guidelines and objectives and is expected to resolve problems that arise in the normal course of the work. Completed work is generally reviewed for soundness of judgment, conclusion, adequacy and conformance to policy.

Interpersonal Communications and Purpose:

Contacts with the public or employees where explanatory or interpretive information is exchanged, defended, gathered and discretion and judgment are required within the parameters of the job function.

Level of Supervision Exercised:

By position, performs lead work.

ESSENTIAL DUTIES

Presides over the full range of administrative hearings to settle property valuation and/or classification disputes.

Evaluates relevance and importance of statutes to settle disputes when delivering decisions and orders.

Hears and evaluates testimony to determine case facts, maintains order and decorum, disposes of objections expressed, permits questioning and cross-examination of witnesses, and ensures due process.

Meets with municipal officials, appellants or their representatives to explain rights and obligations and discusses hearings rules and procedures.

Writes timely recommendations which are presented to the County Board of Equalization (Decisions are binding in Arbitration cases).

By position, submits findings and recommended decisions to an appointing authority or Board.

Performs other duties as assigned.

Any one position may not include all of the duties listed. However, the allocation of positions will be determined by the amount of time spent in performing the essential duties listed above.

MINIMUM QUALIFICATIONS

Competencies, Knowledge & Skills:

Reading - Reads complex materials that convey scientific, technical, or legal information. Reads highly complicated charts, tables, graphs, or diagrams. Applies information to complete complex tasks

Writing - Composes documents or correspondence involving complex or technical information, and adapts writing to the audience's level of knowledge. Proofreads or edits complex or technical writing of others.

Legal, Government and Jurisprudence - Knowledge of laws, legal codes, court procedures, precedents, legal practices and documents, government regulations, executive orders, agency rules, government organization and functions, and the democratic political process

Integrity/Honesty - Contributes to maintaining the integrity of the organization; displays high standards of ethical conduct and understands the impact of violating these standards on an organization, self, and others; is trustworthy.

Reasoning - Interprets or analyzes highly complex information to discern patterns, trends, and relationships and to draw conclusions by applying rules that involve many steps.

Problem Solving - Uses logic to identify alternatives to solve complex or sensitive problems. Anticipates problems, and identifies and evaluates potential sources of information and generates alternatives to solve problems where precedents do not exist.

Decision Making - Identifies and evaluates alternatives, and makes sound and timely decisions, even in uncertain situations. Decisions involve complex issues, and impact the work and outcomes of an organization. Makes most decisions with little or no supervisory review

Oral Communication - Communicates, explains, or defends complex ideas or information clearly and adapts to the audience's level of knowledge. Thoughts are extremely well organized. Actively listens to others and clarifies communications.

Self Management - Sets goals and priorities for own work and coordinates activities and time lines with others to ensure project goals and deadlines are met. Takes initiative and seeks new or additional responsibilities and challenges. Continually applies great levels of effort, persistence, and autonomy toward achievement of goals.

Attention To Detail - Is thorough when performing work and conscientious about attending to detail.

Interpersonal Skills - Establishes and maintains ongoing working relationships with management, other employees, internal or external stakeholders, or customers. Remains courteous when discussing information or eliciting highly sensitive or controversial information from people who are reluctant to give it. Effectively handles situations involving a high degree of tension or discomfort involving people who are demonstrating a high degree of hostility or distress.

Planning and Evaluating - Establishes organization/work unit needs and priorities and develops strategies to achieve multiple short-and long-term goals, including directing and monitoring work, and determining and allocating resources. Monitors and evaluates organization/work unit performance. Coordinates work activities with other organizations or parts of the organization.

Memory - Recalls information that has been presented previously.

Self Esteem - Believes in own self-worth; maintains a positive view of self and displays a professional image.

Flexibility - Adapts to continuous, significant, sudden or permanent changes or setbacks affecting numerous programs or priorities. Makes immediate adjustments in situations where conditions change frequently, or availability of information is limited, unpredictable or sporadic.

Stress Tolerance - Deals calmly and effectively with high stress situations (for example, tight deadlines, hostile individuals, emergency situations, dangerous situations).

Information Management - Anticipates and identifies information needs; gathers information from many sources; devises methods of organizing complex or technical information for which there is no precedent, and maintains complex and/or large information systems.

Knowledge of generally accepted court procedures and rules of evidence sufficient to be able to provide due process in administrative hearings and render decisions.

Skill in applying general law and evaluating facts and evidence in relation to individual cases.

Skill in exercising initiative, judgment, and decision making in solving problems and meeting organizational objectives.

Skill in independently adapting, interpreting and applying written guidelines, precedents and standardized work practices to a variety of unprecedented or problematic situations

Physical Demands:

Sitting: remaining in the normal seated position.

Talking: expressing or exchanging ideas by means of spoken words.

Hearing: perceiving the nature of sounds by the ear.

Working Environment:

Subject to many interruptions.

Education Requirement:

Bachelor's Degree.

Experience Requirement:

Three years of experience as a real estate appraiser.

Education/Experience Equivalency:

Additional appropriate education may be substituted for the minimum experience requirement.

Additional appropriate experience may be substituted for the minimum education requirement.

Licensure and/or Certification:

Certification as a Certified Residential or Certified General Appraiser by the Board of Real Estate Appraisers as identified by the opening. Certification by another state will be accepted in lieu of this requirement, provided the applicant is certified by the State of Colorado by the completion of the probationary period.

CLASS DETAIL

FLSA CODE: Exempt

ESTABLISHED DATE: XX/XX/2010

REVISED DATE:

REVISED BY: Blair Malloy

CLASS HISTORY This is a new class.