

City of San José
CLASS SPECIFICATION

Title: Hearing Officer U PT (2461)

DEPARTMENT	ACCOUNTABLE TO	FLSA STATUS
Finance	Deputy Director U	Non-exempt

CLASS SUMMARY

Under general direction, conducts administrative hearings in adherence with the City of San Jose Municipal Code. Performs related work as required.

DISTINGUISHING CHARACTERISTICS

This is an advanced journey level classification, responsible for performing administrative hearings. Incumbents regularly work on tasks that are varied, requiring considerable discretion and independent judgment. Positions in this classification rely on experience and judgment to ensure the efficient and effective functioning of the assigned program area. Assignments are given with general guidelines and incumbents are responsible for establishing objectives, timelines, and methods to deliver work products. Work is typically reviewed upon completion for soundness, appropriateness, and conformity to policy and requirements.

QUALIFICATIONS

(These qualifications are typically required. An equivalent combination of education and experience sufficient to satisfactorily perform the duties of the job may be substituted.)

Minimum Qualifications

Education and Experience

A Bachelor's degree from an accredited college or university AND two (2) years of experience in mediation, arbitration, dispute resolution or conducting administrative hearings.

Other Qualifications

(Incumbents may be required to have different combinations of the listed qualifications, or more specific job-related qualifications depending on the position.)

Basic Competencies

(Needed at entry into the job in order to perform the essential duties.)

- Job Expertise – Demonstrates knowledge of and experience with applicable professional/technical principles and practices, Citywide and departmental procedures/policies, codes, ordinances, and federal and state rules and regulations.
- Communication Skills - Effectively conveys information and expresses thoughts and facts clearly, orally and in writing; demonstrates effective use of listening skills and displays openness to other people's ideas and thoughts.
- Computer Skills - Experienced with common business computer applications including but not limited to: MS Outlook, MS Word, MS PowerPoint, MS Access, and MS Excel.
- Teamwork and Interpersonal Skills - Develops effective relationships with co-workers and supervisors by helping others accomplish tasks and using collaboration and conflict resolution skills.

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- Conflict Management - Uses appropriate interpersonal styles and methods to reduce tension or conflict between two or more people, by presenting the facts, analysis, and conclusions or solutions that show command of content and perspectives and interests of the audience.
- Customer Service - Demonstrates the ability to anticipate customers' needs and deliver services effectively and efficiently using professional demeanor.
- Decision Making - Identifies and understands issues, problems, and opportunities; uses effective approaches for choosing a course of action or developing appropriate solutions.
- Reliability - Completes quality work assignments in a timely and efficient manner; fulfills responsibilities and maintains confidentiality as appropriate.

DUTY NO.	TYPICAL CLASS ESSENTIAL DUTIES: (These duties and estimated frequency are a representative sample; position assignments may vary depending on the business needs of the department.) Duties may include, but are not limited to, the following:	FREQUENCY*
1.	Plans, schedules, organizes, and conducts administrative hearings in adherence with the City of San Jose Municipal Code. Administrative hearings include but are not limited to violations relating to business licenses, animal care and control, health and safety, parking and permits, and building/construction violations.	Daily/Several Times
2.	Reviews appellants testimonies; accepts and evaluates evidence; investigates violations/claims in order to make a decision.	Daily
3.	Reads, interprets, and applies laws, codes and procedures relevant to administrative hearings; and reviews and analyzes Municipal Code policies and procedures.	Daily
4.	Renders clear and concise written hearing decisions; prepares correspondence to appellants and reports in adherence with City and department policy; maintains and files records on rulings.	Daily
5.	Responds to citizen complaints, inquiries, or questions related to administrative hearings and decisions.	As Required
6.	Stays abreast of local, State, and Federal regulations, statutes, and ordinances.	As Required
7.	Consults with Deputy City Attorney as legal issues arise.	As Required
8.	Performs other related duties as required.	As Required

*Frequency defined as Daily/Several Times, Daily, Weekly, Intermittent, or As Required

PHYSICAL/ENVIRONMENTAL ELEMENTS

The following is a general statement for the classification. Individual positions may have additional or different physical/environmental elements.

In an office environment, possess ability to:

- Operate, access, enter, and retrieve data using standard office equipment, including but not limited to a computer or tablet;
- Read printed materials and a computer screen;
- Communicate in person and over the telephone;

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- Lift, carry, push, and pull materials and objects up to 25 pounds, or heavier weights, in all cases with the use of proper equipment;
- Move between/within work areas, including but not limited to sitting, walking, and standing on various surfaces, turning, bending, grasping, and making repetitive hand movements;
- Be exposed to moderate noise levels and controlled temperature conditions;
- Maintain professional demeanor during interactions with staff, customers, and the public.

CLASSIFICATION HISTORY *Created 09/17; s000*