

Unemployment Hearing Officer 2

Job Brief:

Under general supervision, is responsible for professional unemployment insurance appeals work of average difficulty; and performs related work as required. This is the working-level class in the Unemployment Hearing Officer sub-series. An employee in this class performs a variety of unemployment administrative law work. Duties include conducting unemployment insurance appeals hearings and rendering decisions on these hearings. This class differs from Unemployment Hearing Officer 1 in that incumbents of the latter perform at the entry level. An incumbent of this class reports to an Unemployment Hearing Officer 3.

Job Duties:

Evaluating Information to Determine Compliance with Standards:

Conducts administrative law hearings on issues such as unemployment compensation claims, unemployment overpayment cases, requests to waive unemployment overpayments; fraudulent claims for benefits; job service complaints; employer liability and federal and procedural matters.

Takes documentary and testimonial evidence from witnesses; ensures that procedural requirements of federal and state laws and regulations are followed throughout the hearing.

Writes and promulgates decisions in accordance with federal and state laws and regulations as to procedure and form; disseminates decisions to the Appeals Tribunal central office through verbal and written communication.

Analyzing Data and Information:

Analyzes each case and renders decisions based on the evaluation of pertinent facts, evidence and application of federal and state laws, rules and regulations.

Analyzes the submission of evidence presented during the hearing.

Reviews, monitors and determines applications of Employment Security laws, rules, regulations and policies.

Getting Information:

Takes documentary and testimonial evidence from parties filing appeals from Unemployment Hearing decisions.

Obtains a working knowledge of evidence, basic legal principles and Unemployment Law, rules and regulations.

Obtains and interprets information from basic state computer programs for the background about the unemployment compensation claim.

Receives and reviews documents. Various information is received from Appeals support staff to conduct Unemployment Hearings prior to and at the time of the hearing.

Resolving Conflicts and Negotiating with Others:

May be required to represent the Agency in minor court proceedings.

May be required to conduct mediation for human resources.

Takes reasonable steps to resolve conflicts or complaints arising during the hearing and refers unresolved complaints to supervisor.

Making Decisions and Solving Problems:

Resolves quickly and overcomes technical difficulties and manages unruly parties during the hearing.

Communicating with Persons Outside Organization:

May address complaints from the public involving the review of hearings and creating formal responses.

Creates and maintains an appearance of impartiality at all times.

May address general inquiries regarding various issues of the Appeals Tribunal, including procedure and post hearing concerns.

Avoids conflicts of interests.

May make public presentations regarding laws, regulations, rules, policies and procedures regarding unemployment insurance.

Refrains from ex parte communications.

Processing Information:

Determines the appropriate codes to enter into agency computer system for the outcome of the hearing.

May calculate overpayments and analyze financial data in waiver requests.

Training and Teaching Others:

May train and teach other hearing officers.

Performing Administrative Activities:

Completes decisions to ensure compliance with federal time lapse and case-aging requirements.

Proofreads decisions for grammar, spelling, legal logic and readability.

Enters and maintains accurate time-keeping records and appropriate codes.

May be required to review requests for continuances, rescheduling and subpoenas.

Maintains accurate case files and submit all necessary documentation to the support staff in a timely fashion.

May be required to assist support staff in docketing cases and assigning appropriate issue codes.

Interacting with Computers:

Uses recording devices to acquire an audio/visual recording during the hearing.

Uses computer hardware, software and web-based applications to contact parties, input decisions electronically and communicate with staff.

Judging the Qualities of Things, Services, or People:

Determines credibility of parties involved in the hearing.

Analyzes various sources of financial data presented in hearings to determine the value in writing the decision.

Maintains awareness of costs associated with the hearing.

Interpreting the Meaning of Information for Others:

Explains and enforces federal and state statutory and common laws, rules, regulations and unemployment insurance division policies and procedures.

Updating and Using Relevant Knowledge:

Maintains required continuing legal education.

Monitoring Processes, Materials, or Surroundings:

Consistently monitors email during the day for pertinent updates on material before and during hearings.

Reviews preliminary files to identify potential hearing issues.

Establishing and Maintaining Interpersonal Relationships:

Develops constructive and cooperative working relationships with peers, supervisors and support staff, and maintaining them over time.

Communicating with Supervisors, Peers, or Subordinates:

Communicates with supervisors, peers or support staff - Providing information to supervisors, co-workers and support staff by telephone, in written form, e-mail or in person.

Assists new employees and peers with questions and concerns.

Scheduling Work and Activities:

May manage hearing schedule in the event of continuances.

Requirements and Skills:

Must have Doctor of Jurisprudence degree and an active license to practice law in any state. Substitution of Education for Experience: Experience equivalent to two years of adjudicating contested cases in administrative hearings with the Department of Labor and Workforce Development may substitute for active license requirement.

Necessary Special Qualifications:

- A valid vehicle operator's license may be required for employment in some positions.
- Applicants with any disciplinary action with any judicial body, past or current, must disclose such action during the interview process.
- Applicants must disclose all criminal convictions, excluding minor traffic violations.
- Applicants disbarred for any reason, in any state, will not be considered.
- Must maintain active license to practice law in the state of Tennessee.
- Must be in good standing within the licensing body and obtain a Tennessee license within one (1) year of accepting position.

State of Tennessee Careers Portal Page:

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To see all of the current job listings for our department (Labor & Workforce Development) on the Careers Portal page:

- In the Keyword box, type "Labor & Workforce Development"
- Leave the Location box blank
- Click "Find Jobs"