

Job Performance Planning and Evaluation Program

JOB PERFORMANCE CATALOG

For

**DISABILITY CLAIMS EXAMINER 2**

and

**DISABILITY CLAIMS EXAMINER 1** flexing  
to Disability Claims Examiner 2 positions

To be used for developing Job Performance Plans  
effective March 1, 2010

## DISABILITY CLAIMS EXAMINER 2

### Major Job Responsibilities

- 4210. Contributions to Work Unit
- 4211. Maintaining Necessary Instructions
- 4212. Proper Development and Decision Making
- 4213. Application of Technical Instructions
- 4214. Caseload Management
- 4215. Casework Follow-Through Actions
- 4216. Communications Skills

4210. Contributions to Work Unit

- 4210A. Always accepts and executes supervisor's directives in a positive manner.
- 4210B. Assists co-workers and supervisor in meeting program goals in times of heavy workloads and emergencies.
- 4210C. Actively participates in the work unit by contributing constructive comments and suggestions.
- 4210D. Always makes effective and efficient use of work time. Completes assignments on or before deadline, starts new assignments without delay.

4211. Maintaining Necessary Instructions

- 4211A. Always reviews and properly files all program and administrative instructions promptly.
- 4211B. Keeps informed of current policy and seeks clarifications as necessary.

4212. Proper Development and Decision Making

- 4212A. Consistently and properly follows procedures for developing disability claims.
- 4212B. Makes decisions independently but consults with supervisor when appropriate and necessary, informing the supervisor of any potential problems concerning cases.
- 4212C. Consistently maintains a substantive qualitative proficiency at or above target level on disability claims.

4213. Application of Technical Instructions

- 4213A. Always takes correct technical actions on cases in compliance with current policies.
- 4213B. Consistently maintains a technical proficiency at or above target level on all casework.

4214. Caseload Management

- 4214A. Independently initiates, effectively prioritizes, and completes case related work in a timely manner.

4214B. Consistently maintains an average processing time at an acceptable level on disability claims.

4215. Casework Follow-Through Actions

4215A. Always checks weekly report for accuracy against case control cards.

4215B. Always documents case whereabouts when cases leave the office or immediate work area.

4215C. Executes proper handling of all unassociated material on active and inactive cases.

4215D. Always maintains case folders properly for easy location and retrieval.

4215E. Files all agency records properly in accordance with guidelines.

4216. Communications Skills

4216A. Consistently communicates verbally in a clear, concise, and harmonious manner with co-workers, supervisors, and all other personnel involved in the disability claims process.

4216B. Uses effective and efficient interviewing techniques to obtain accurate and complete information from the claimants.

4216C. Always uses effective and comprehensive writing skills in drafting disability decision rationales, reports of contact, and other forms of related written communication.