

CSC Adopted: June 2014 CSC Revised: January 2015

Class Title: Benefit Programs Specialist II

BRIEF DESCRIPTION OF THE CLASSIFICATION:

Under limited supervision, Reviews and evaluates information gathered from applicants and uses independent judgment to determine eligibility for public assistance programs and services. Interprets rules and regulations associated with assistance programs and verifies related information. Possesses expert knowledge of assigned program areas.

ESSENTIAL FUNCTIONS:

This information is intended to be descriptive of the key responsibilities of the classification. The following examples do not identify all duties performed by any single incumbent. Specific requirements of individual positions are described in the Job Description.

Physical Strength Code		ESSENTIAL FUNCTIONS
1	S	Determines initial and ongoing eligibility for benefits and public assistance programs and services by interviewing applicants, analyzing information, and explaining rights and responsibilities, and interpreting policies.
2	S	Maintains updated and accurate caseload based upon the volume of clients who request assistance. Verifies customer statements, completes evaluations and review sheets, sets up records and files, keeps applicants informed, advises of alternatives and maintains electronic and hardcopy records.
3	L	Works as a liaison between the city and hospital by working onsite with hospital staff to identify those citizens in need of applying for medical assistance.
4	S	Possesses knowledge of basic human behavior with a working knowledge of practices of public service organizations. Keeps current by reviewing regulations and learning new ones. Maintains a current level of training and certifications in accordance with state and local requirements.
5	S	Establishes and maintains effective working relationships with others in a positive and tactful manner under sometimes stressful situations, exercises sound judgment, discretion, tact and resourcefulness in solving problems and drawing logical conclusions. May aid in the mentoring, coaching and orienting of new staff.

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CLASS REQUIREMENTS:

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Formal Education / Knowledge	Work requires education or training beyond high school graduation or equivalency which provides the necessary knowledge, skills and abilities. Appropriate certification may be awarded upon satisfactory completion of advanced study or training.
Experience	One year of experience in eligibility determination for government assistance programs administered by the Virginia Department of Social Services.
Certifications and Other Requirements	Valid Driver’s License may be required depending on assignment. All Virginia Department of Social Services state mandated trainings and certifications applicable to the assigned program/unit.
Reading	Work requires the ability to read cases, correspondence, technical manuals, applications, city, state and federal codes, and case records.
Math	Work requires the ability to perform general math calculations such as addition, subtraction, calculating percentages, multiplication and division.
Writing	Work requires the ability to write cases, correspondence, reports, and appeal summaries, reviewing cases, signing purchase orders and invoices and eligibility documentation.
Managerial	Managerial responsibilities include planning monthly intake schedules, prioritizing work to meet deadlines and training new workers.
Budget Responsibility	N/A
Supervisory / Organizational Control	Work requires the occasional direction of helpers, assistants, seasonal employees, interns, or temporary employees.
Complexity	Work requires analysis and judgment in accomplishing diversified duties. Work requires the exercise of independent thinking within the limits of policies, standards, and precedents.
Interpersonal / Human Relations Skills	Contacts others within the organization. These contacts may involve similar work units or departments within the City which may be involved in decision making or providing approval or decision making authority for purchases or projects. Works with individuals outside the City who may belong to professional or peer organizations. Working with various state and federal agencies may also be required. Vendors and suppliers may also be called upon for information on purchases, supplies or products. Meetings and discussions may be conducted with customers, brokers, day care providers and sales representatives.

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OVERALL PHYSICAL STRENGTH DEMANDS:

Sedentary X	Light	Medium	Heavy	Very Heavy
S = Sedentary Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time	L = Light Exerting up to 20 lbs. occasionally, 10 lbs. frequently, or negligible amounts constantly OR requires walking or standing to a significant degree.	M = Medium Exerting 20-50 lbs. occasionally, 10-25 lbs. frequently, or up to 10 lbs. constantly.	H = Heavy Exerting 50-100 lbs. occasionally, 25-50 lbs. frequently, or up to 10-20 lbs. constantly.	VH = Very Heavy Exerting over 100 lbs. occasionally, 50-100 lbs. frequently, or up to 20-50 lbs. constantly.

PHYSICAL DEMANDS:

C = Continuously 2/3 or more of the time.	F = Frequently From 1/3 to 2/3 of the time.	O = Occasionally Up to 1/3 of the time.	R = Rarely Less than 1 hour per week.	N = Never Never occurs.
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This is a description of the way the job is currently performed; it does not address the potential for accommodation.

PHYSICAL DEMANDS	FREQUENCY CODE	DESCRIPTION
Standing	F	Filing, greeting clients, retrieving mail, office equipment
Sitting	C	Computer, deskwork, interviewing clients, telephone, meetings, training, driving
Walking	F	Inter-office, to/from office equipment, delivering cases, to/from interview room, retrieving mail, retrieving office supplies
Lifting	F	Case folders, mail, office supplies, manuals, prescriptions, paperwork
Carrying	F	Case folders, mail, office supplies, manuals, prescriptions, paperwork
Pushing/Pulling	F	File cabinet drawers, cart, office furniture
Reaching	F	Case folders, manuals, paperwork, telephone, power outlets
Handling	F	Case folders, mail, office supplies, manuals, prescriptions, paperwork
Fine Dexterity	F	Computer keyboard, telephone keypad, writing
Kneeling	O	Filing case folders, retrieving manuals, plugging in computer
Crouching	O	Filing case folders, retrieving manuals, plugging in computer
Crawling	N	
Bending	O	Filing case folders, lifting manuals
Twisting	O	Filing case folders, answering telephone
Climbing	O	Stairs
Balancing	O	Stairs
Vision	C	Computer, desk work, driving, reading
Hearing	C	Staff, supervisor, clients, vendors, hospital staff, telephone, meetings, training
Talking	F	Staff, supervisor, clients, vendors, hospital staff, telephone, meetings, training
Foot Controls	O	Driving
Other (specify)	N	

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MACHINES, TOOLS, EQUIPMENT, AND WORK AIDS:

Copy machine, fax machine, calculator, telephone, postage machine, office supplies, typewriter, computer, laser or inkjet printer, Standard Microsoft Windows and Office software, Q&A Database, Local Area Network Applications, Virginia State software, Publisher 2000 Deluxe, Adapt, Unisys, NADA Guide, Internet, Adobe Acrobat, vehicle

ENVIRONMENTAL FACTORS:

D = Daily	W = Several Times Per Week	M = Several Times Per Month	S = Seasonally	N = Never
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HEALTH AND SAFETY		ENVIRONMENTAL FACTORS	
Mechanical Hazards	N	Dirt and Dust	D
Chemical Hazards	N	Extreme Temperatures	M
Electrical Hazards	N	Noise and Vibration	D
Fire Hazards	N	Fumes and Odors	D
Explosives	N	Wetness/Humidity	M
Communicable Diseases	D	Darkness or Poor Lighting	N
Physical Danger or Abuse	D		
Other (see 1 below)	N		

PRIMARY WORK LOCATION	
Office Environment	X
Warehouse	--
Shop	--
Vehicle	--
Outdoors	--
Other (see 2 below)	--

- (1)
- (2)

PROTECTIVE EQUIPMENT REQUIRED:

None

NON-PHYSICAL DEMANDS:

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NON-PHYSICAL DEMANDS	
Time Pressures	C
Emergency Situations	O
Frequent Change of Tasks	F
Irregular Work Schedule/Overtime	O
Performing Multiple Tasks Simultaneously	F
Working Closely with Others as Part of a Team	F
Tedious or Exacting Work	F
Noisy/Distracting Environment	O
Other (see 3 below)	N

- (3)