

**Class Title: Benefit Programs Supervisor**

**BRIEF DESCRIPTION OF THE CLASSIFICATION:**

Plans, organizes, directs and supervises benefit program determinations. Oversees the work of professional and clerical staff and volunteers.

**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	Manages and supervises personnel by coordinating the activities, monitoring job performance, evaluating case loads, assessing training needs and providing guidance, personal training and direction.
2	S	Coordinates local, state, and federal policies and programs by ensuring program integrity and compliance, evaluating and / or recommending changes, make decisions on controversial or sensitive issues and planning and managing the programs.
3	S	Supervises the recovery of outstanding claims by monitoring collections from individuals and coordinating collections through Federal and State tax intercept.
4	S	Identifies trends by analyzing data to determine relationships in program data, and evaluating and developing plans of action to correct program deficiencies.
5	S	Provides public relations by interpreting and explaining benefit programs to other agencies, the community and the public, establishing and maintaining cooperative relationships, representing the department at public forums, and making recommendations in prosecutions and testifying in Court.

**CSC Adopted: October 2001, CSC Revised: June 2014**

**CLASS REQUIREMENTS:**

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Formal Education / Knowledge	Bachelor’s degree in the human services field and human services program experience in a lead or supervisory capacity or any equivalent combination of training and experience which provides the required knowledge, skills and abilities.
Experience	Four years of experience in determining eligibility for social service government assistance programs. Supervisory experience or work experience in a leadership role.
Certifications and Other Requirements	Valid Driver’s License may be required depending on assignment.
Reading	Work requires the ability to read legislation, and policies and procedures.
Math	Work requires the ability to perform general math calculations such as addition, subtraction, multiplication and division.
Writing	Work requires the ability to write proposals, performance evaluations, correspondence, various reports, and presentations.
Managerial	Managerial responsibilities include directing programs, and developing and implementing standards and procedures and organizational change.
Budget Responsibility	N/A
Supervisory / Organizational Control	Work requires supervising and monitoring performance for a regular group of employees in a work unit including providing input on hiring/disciplinary actions and work objectives/effectiveness, and realigning work as needed.
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.

CSC Adopted: October 2001, CSC Revised: June 2014

**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	O	Presentations, office equipment, filing in cabinet drawers
Sitting	C	Computer, desk work, meetings, driving
Walking	F	Inter-office, to/from office equipment, retrieving supplies
Lifting	O	Cases, office supplies, manuals, mail
Carrying	O	Cases, office supplies, manuals, mail
Pushing/Pulling	O	Desk drawers, chair, file cabinet drawers
Reaching	O	Retrieving manuals, materials
Handling	O	Cases, office supplies, manuals, mail
Fine Dexterity	F	Computer keyboard, telephone keypad, writing
Kneeling	R	Checking computer power source
Crouching	O	Accessing shelves, bookcase
Crawling	N	
Bending	O	Lifting cases, manuals, filing in cabinet drawers
Twisting	F	Desk to computer
Climbing	R	Stairs
Balancing	O	Stairs
Vision	C	Computer, desk work, reading, driving
Hearing	C	Staff, supervisor, clients, telephone, meetings
Talking	F	Staff, supervisor, clients, telephone, meetings, presentations
Foot Controls	O	Driving
Other (specify)	N	

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**MACHINES, TOOLS, EQUIPMENT, AND WORK AIDS:**

Telephone, copy machine, fax machine, calculator, overhead projector, VCR, flip chart, vehicle, computer, laser or inkjet printer, Standard Microsoft Windows and Office software, State Information Systems

**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		PRIMARY WORK LOCATION	
Mechanical Hazards	N	Dirt and Dust	D	Office Environment	X
Chemical Hazards	N	Extreme Temperatures	D	Warehouse	--
Electrical Hazards	N	Noise and Vibration	N	Shop	--
Fire Hazards	N	Fumes and Odors	N	Vehicle	--
Explosives	N	Wetness/Humidity	W	Outdoors	--
Communicable Diseases	W	Darkness or Poor Lighting	N	Other (see 2 below)	--
Physical Danger or Abuse	W				
Other (see 1 below)	N				

- (1)
- (2)

**PROTECTIVE EQUIPMENT REQUIRED:**

None

**NON-PHYSICAL DEMANDS:**

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NON-PHYSICAL DEMANDS	
Time Pressures	C
Emergency Situations	F
Frequent Change of Tasks	F
Irregular Work Schedule/Overtime	F
Performing Multiple Tasks Simultaneously	C
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)