## Class Concept

Positions in this classification manage and direct a government benefits program of considerable scope and complexity, requiring specialized knowledge of the program and the associated processes and procedures. Positions serve as a manager or assistant manager with program authority in the area of assignment. Positions oversee all operations and services provided by staff and assist leadership with strategic planning. Responsibilities include planning, organizing and managing daily operations; human resources management and staff development; program policy and procedure design and implementation; and associated business functions. Also, work may include marketing the program and defending program goals and objectives before the governing body. Work may include research in the area of assignment.

Work at this level will involve the management, coordination, administration, and management of multiple organizational groups comprised of professional employees engaged in reviewing program eligibility or providing information, guidance and assistance to clients utilizing a variety of programs administered by the agency.  Positions supervise a variety of small, mid-size, and large multi-layered units/offices engaged in one or more program areas and/or manage services for a particular group of clients.  Work units and client base may be spread across large geographic areas.  In statewide operations with multiple offices, these positions may be responsible for specific geographic regions.  Employees will oversee and prioritize the planning, coordination and performance of extensive outreach activities including priority services where legislatively or programmatically appropriate using a comprehensive knowledge of specific rules and regulations pertaining to targeted client groups.  Positions will be responsible for supervising the work of multiple units comprised of Government Program Eligibility Representatives/Specialists and program support staff. These positions will report to a higher level division director or agency executive.

## Recruitment Standards

### Knowledge, Skills, Abilities
- Thorough knowledge of assigned program and functions.
- Considerable knowledge of state and federal rules and regulations governing the program.
- Ability to establish expectations and clear direction to meet goals and objectives.
- Ability to motivate and engage employees through effective communication.
- Considerable knowledge of appropriate policies and procedures for recruiting, selecting, developing, counseling, disciplining and evaluating performance of employees to retain a diverse workforce and the ability to administer and ensure compliance with human resources policies and procedures.
- Ability to assign work and to establish work rules and acceptable levels of quality and quantity of work; ability to question, analyze, interpret, and apply inductive and deductive reasoning.
- Ability to evaluate information and to make appropriate decisions and recommendations based on that information and assessment; and ability to plan and implement change initiatives.
- Ability to support innovation and creativity by encouraging staff to accept and resolve challenges.
- Ability to remain flexible to meet constantly changing and sometimes opposing demands.
- Ability to communicate, in written and oral form, detailed and technical program information, guidelines and standards/statutes/codes/regulations to various audiences to ensure that they understand the information and the message, and to seek compliance.
- Ability to deliver presentations suited to the characteristics and needs of the audience such as negotiating solutions among different parties.

Minimum Training and Experience Requirements

Bachelor's degree from an appropriately accredited institution accompanied by at least six (6) years of experience reviewing, evaluating, or processing requests for program participation or eligibility; processing claims for benefits or payments; or other benefits program related experience that would include the analysis of criteria, funds, policies, or performance for  compliance with program rules, regulations, laws, and /or practices, one of which must be supervisory in nature;  or

Associate's degree from an appropriately accredited institution accompanied by at least eight (8) years of experience reviewing, evaluating, or processing request for program participation or eligibility; processing claims for benefits or payments; or other benefits program related experience that would include the analysis of criteria, funds, policies, or performance for compliance with program rules, regulations, laws, and /or practices, one of which must be supervisory in nature; or

High School or General Educational Development (GED) diploma and ten (10) years of experience reviewing, evaluating, or processing request for program participation or eligibility; processing claims for benefits or payments; or other benefits program related experience that would include the analysis of criteria, funds, policies, or performance for  compliance with program rules, regulations, laws, and /or practices , one of which must be supervisory in nature;  or an equivalent combination of education and experience.

Note:  This is a generalized representation of positions in this class and is not intended to identify essential functions per ADA.