

Class Concept

Positions in this classification coordinate technical processing functions within government benefits programs, often serving as the process and procedural experts. Positions coordinate the day-to-day functions of the program; communicate and interpret program information, policy and procedures; provide customer service to program clients; and maintain program records. Positions often serve as a primary program or functional unit contact, and problem-solve process and procedural issues. Work may involve service as a mid/high-level program assistant or mid-size unit supervisor. Work may involve the coordination, oversight, or approval of transactional activities within one or more government programs. Work at this level encompasses mid-level program processing and programs support for work unit supervisors. These positions will provide technical administration support to the program and higher level positions within government programs; independently perform a variety of complex or technical program benefits processing activities, such as investigation and resolution of client complaints, adjustments to financial accounts, and preparation of specialized reports; instruct subordinate employees in departmental rules, regulations, and procedures; and reviews work to ascertain that it has been performed in accordance with established procedures, methods, and standards. The more complex roles in this class often report to a mid-level supervisor that oversees multiple program transactional areas for a large complex government program.

Recruitment Standards

Knowledge, Skills, Abilities

- Substantive knowledge of the assigned program and may require working knowledge of related program guidelines, information technology and communication systems.
- Basic knowledge of relevant government program and functions relative to eligibility for disbursement of program benefits.
- Ability to analyze program benefits-related data and apply appropriate guidelines and procedures to routine, yet complex situations.
- Ability to analyze, interpret, and evaluate information gathered through written and oral collection methods.
- Ability to interpret and explain program functions, procedures, rules, state and federal regulations, and laws to program client base orally and in written form effectively.

Minimum Training and Experience Requirements

Bachelor's degree from an appropriately accredited institution, or

Associate's degree accompanied by at least two (2) 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; or

High School or General Educational Development (GED) diploma and four (4) 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; or an equivalent combination of education and experience.