

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 can encompass customer service representatives, higher level program technicians, and specialists. These positions will provide specialized technical processing and customer service for a variety of clients and other program units. These duties are accomplished by reviewing and analyzing a client's eligibility for program benefits based on pre-established criteria in a variety of formats (i.e. financial records, work history, income level, employment status, etc.); researching and/or determining the accuracy of submitted records; serving as program resource to multi-client organizations; assisting clients with the application process and troubleshooting problems associated with previous application submissions for program benefits. Position at this level are assigned more complex and frequently, non-standard, technical issues of review and resolution and may include the oversight of the work for other lower level technical staff for completion, quality or compliance purposes.

Recruitment Standards

Knowledge, Skills, Abilities

- Considerable knowledge of the assigned program and may require knowledge of related program guidelines, information technology and communication systems.
- Considerable 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 accompanied by at least one (1) year 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, or

Associate's degree from an appropriately accredited institution accompanied by at least three (3) 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 five (5) 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.

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