

Class Concept

Positions in this classification work within government benefits programs. Positions usually provide consultation and program eligibility determination within a large, complex, government benefits program. Positions may serve as program compliance specialist, multi-unit program supervisor, program manager and/or project manager. Work involves and assessing client information against a variety of complex state and federal laws and guideline, investigating issues that affect client benefits eligibility, and responding to client questions. Positions interpret and apply program policies and practices. Positions provide consultation and counseling; perform program/project administration and conduct information research and analysis. Work may include marketing the program to constituent groups. In these roles, employees usually supervise staff or oversee process and procedure compliance and development. Work is performed independently and positions may be out-stationed from the central or local branch office.

Assignments as this level will include advanced level programmatic work and beginning program supervisory work. Positions may provide training to staff; interpret federal and state rules and regulations to apply to internal operational procedures; ensure uniformity in program compliance; establish program objectives, analyze program operations and accomplishments; or produce periodic reports required by state/federal oversight agencies. Positions may oversee government programs over a large geographic area with a role that includes educating corporate clients on the government program, as well as ensuring compliance with state and federal guidelines in order to qualify for large scale government programs or subsidies. Positions may be responsible for supervisory work overseeing the work of subordinate program employees or small units of Government Program Eligibility Associate positions. In small out-stationed geographic areas, these positions may serve as assistant managers in large program operations/offices or may direct small local branch offices.

Recruitment Standards

Knowledge, Skills, Abilities

- Considerable knowledge of relevant government program and functions.
- Ability to independently evaluate situations and recommend courses of action that are applicable in problem resolution.
- Ability to review, summarize, and analyze program information, data, business operations, and/or financial statements and communicate its impact on program operations.
- Ability to determine and ensure compliance with program objectives, laws and regulations.
- Ability to choose an effective course of action or develop appropriate solutions and/or reach conclusions.
- Ability to take action consistent with available facts, constraints, and anticipated consequences.
- Ability to acknowledge and consider client's and organization's range of internal and external priorities in terms of the organization's mission and goals.
- 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 develop and 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 four (4) year 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

Associate's degree from an appropriately accredited institution accompanied by at least six (6) years of experience reviewing, evaluating, or processing request for program participation or eligibility; processing

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

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 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; or an equivalent combination of education and experience.