City of Chesapeake	Class Title: Benefits Program Aide I

Position Code: 6110	FLSA Status: Non-exempt
Pay Code: 3	EEO Category: 5

GENERAL DESCRIPTION OF CLASS

The purpose of the class is to perform clerical work involving the determination and re-determination of individuals and families applying for financial, medical, or nutritional assistance under government programs. The class is responsible for applicant screening, record maintenance, routine clerical tasks, and reporting. The class works according to some procedures; decides how and when to do things under general supervision.

TYPICAL TASKS

- Assist applicants with completion of required forms providing information to determine eligibility for programs and services.
- Screens applicants, verifying submitted data; prepares eligible cases for transfer.
- Makes adjustments to client records; monitors payments, reviews contracts and payment histories.
- Screens telephone calls relating to public assistance and service programs; provides routine information.
- Runs browsers on a regular basis; purges and thins cases; logs and transfers cases to ongoing worker units or closed files.
- Provides transportation for clients requiring medical verification, and/or for older adults for medical appointments, banking, and shopping; assists clients in scheduling appointments to coincide with transportation schedule.
- Sets up paperwork required for daycare; communicates with Housing Authority on clients requiring housing assistance.
- Prints green cards and prepares food baskets.
- Coordinates appeals and fair hearings; retrieves, sends out, and maintains requests from Quality Control.
- Maintains client records, and prepares routine monthly reports for cases of responsibility.
- Performs routine office tasks such as typing correspondence, data entry, processing mail, filing, faxing, telephoning, and photocopying.
- Attends staff meetings and training classes.
- Performs other related duties as assigned.

GENERAL STANDARDS	
Data Involvement	Compute or perform arithmetic operations using data or information.
Interpersonal/People Involvement	Serve others such as customers, attends to their requests and exchanges information with them.
Reasoning Requirements	Performs semi-skilled work involving set procedures but solves frequent problems.
Mathematical Requirements	Performs addition, subtraction, multiplication and division, and/or calculates ratios, rates and percents.
Language Requirements	Read routine sentences, instructions, regulations, procedures, or work orders; writes routine sentences and completes routine job forms and incident reports, speaks routine sentences using proper grammar.
Mental Requirements	Performs clerical and technical tasks prescribed by standard practices which may require computation, the use of several procedures, and the use of independent judgment with obvious choices; requires normal attention for accurate results.
Decisions/Supervisory Control	Guides others making a few decisions, affecting the individual and a few coworkers.

EDUCATION, EXPERIENCE AND SPECIAL REQUIREMENTS	
Vocational/Educational Requirement	Requires a high school diploma or GED and any combination of education and experience equivalent to satisfactory completion of one year of college education.
Experience	In addition to satisfying the vocational/education standards, this class requires a minimum of one month of related, full-time equivalent experience.
Special Certifications and Licenses	None

AMERICANS WITH DISABILITIES ACT (ADA) REQUIREMENTS
The City of Chesapeake is an Equal Opportunity Employer. ADA requires the City to provide reasonable accommodations to qualified individuals with disabilities. Prospective and current employees are invited to discuss accommodations.

This is a class specification and not an individual position description. A class specification defines the general character and scope of duties and responsibilities of all positions in a job classification, but is not intended to describe and does not necessarily list the essential job functions for a given position in a classification.