

City of Chesapeake Class Title: Benefit Program Supervisor I

Job Class Code: 6140	FLSA Status: Exempt
Pay Basis: Salary (Annual)	EEO Category: 2

GENERAL DESCRIPTION OF CLASS

The purpose of the class is to supervise staff and oversee the operations for the area of responsibility. The class is responsible for staff supervision and support, training, policy and procedure compliance, thorough familiarity with program(s) of responsibility, case management, customer service, fraud cases, and reporting. The class works within broad policy and organizational guidelines; independently plans and implements projects; reports progress of major activities through periodic conferences and meetings.

TYPICAL TASKS
<ul style="list-style-type: none"> • Supervises staff, including interviewing for vacancies, assigning responsibilities, reviewing work, preparing and delivering periodic job evaluations, counseling, and recommending disciplinary action. • Trains staff in the application of existing and new policies, procedures, and guidelines for area of responsibility. • Provides clarification and guidance in difficult and complicated cases involving policy application; assists with determination of cases as required. • Reviews cases to ensure accuracy and completeness of files, accuracy of payment, and compliance with local, state, and federal guidelines, regulations, and laws. • Interacts with customers to provide information, resolve complaints, or assist with resolution of difficult cases. • Participates in policy development and revision by evaluating program effectiveness and recommending changes to supervisor. • Serves as liaison between clients, workers, administration, and other government and private agencies. • Maintains record system for assigned area; processes daily paperwork including reports, requisitions, and personnel information. • Gathers and maintains information/data to support periodic and special reports documenting activities for area of responsibility. • Attends or conducts staff, task force, and other professional meetings to exchange information; attends training classes to make presentations and/or to monitor sessions. • Performs other related duties as assigned.

GENERAL STANDARDS	
Data Involvement	Coordinates or determines time, place or sequence of operations or activities based on analysis of data or information and may implement and report on operations and activities.
Interpersonal/People Involvement	Supervises or leads others by determining work procedures, assigning duties, maintaining harmonious relations, and promoting efficiency.
Reasoning Requirements	Performs supervisory work involving policy and guidelines, solving both people and work related problems.

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Mathematical Requirements	Performs addition, subtraction, multiplication and division, and/or calculates ratios, rates and percents.
Language Requirements	Reads professional literature and technical manuals; speaks to groups of employees, and public or private groups; writes complex reports.
Mental Requirements	Performs professional level work requiring the application of financial, accounting, legal, or managerial methods in the solution of financial, administrative, or legal problems; requires continuous, close attention for accurate results and frequent exposure to unusual pressures.
Decisions/Supervisory Control	Supervises others requiring the development of procedures and constant decisions affecting subordinate workers, clients, and others in the general public.

EDUCATION, EXPERIENCE AND SPECIAL REQUIREMENTS

Vocational/Educational Requirement	Requires any combination of education and experience equivalent to a bachelor's degree in accounting, sociology, psychology, or a closely related field.
Experience	In addition to satisfying the vocational/education standards, this class requires a minimum of four years of related, full-time equivalent experience.
Special Certifications and Licenses	Requires certification in Phase Policy Training for TANF, Medicaid, and Food Stamps.
Special Requirements	Employees may be expected to work hours in excess of their normally scheduled hours in response to short-term department needs and/or City-wide emergencies. Emergency operations support work and work locations may be outside of normal job duties.

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.