

City of Chesapeake Class Title: Benefit Program Supervisor II

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| Job Class Code: 6370 | FLSA Status: Exempt |
| Pay Basis: Salary (Annual) | EEO Category: 2 |

GENERAL DESCRIPTION OF CLASS

The purpose of the class is to supervise benefits program staff and oversee operations of the area of responsibility. The class is responsible for staff supervision, case review, policy and procedures, training, 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

- Supervises staff, including interviewing, recommending selection, assigning and evaluating work, counseling, and recommending disciplinary action, probation, and termination.
- Reviews cases in public assistance programs to check for completeness in application process, evaluate verifications and documentation, analyze decision process in approving or denying application, and check mathematical calculations and computer input.
- Signs off on and logs in all processed cases for area of responsibility.
- Gathers and maintains information to support periodic and special reports documenting activity/data for area of responsibility.
- Evaluates the intake process, plans for improvements, and implements changes.
- Analyzes and recommends changes in policy, procedures, work load management, training requirements, personnel, and equipment needs on local and state levels.
- Maintains record system for assigned area; processes daily paperwork including reports, and case and personnel information.
- Evaluates written narratives for and attends appeal hearings.
- Handles customer complaints in person, by telephone, and in writing; meets with clients in Worker's absence.
- Attends or conducts staff, committee, administrative, regional, or other professional meetings to exchange information; attends training sessions to provide feedback for Workers and other staff.
- Performs other related duties as assigned.

GENERAL STANDARDS

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| Data Involvement | Plans or directs others in the sequence of major activities, and reports on operations and activities which are very broad in scope. |
| Interpersonal/People Involvement | Counsels or instructs others through explanation, demonstration, and supervised practice, or makes recommendations based on professional expertise. |
| 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 legal or managerial methods in the solution of administrative or legal problems; applies extensive understanding of operating policies and procedures to solve complex 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

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| 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.