

**City of Chesapeake      Class Title: Benefits Program Supervisor III**

<b>Job Class Code: 6150</b>	<b>FLSA Status: Exempt</b>
<b>Pay Basis: Salary (Annual)</b>	<b>EEO Category: 1</b>

**GENERAL DESCRIPTION OF CLASS**

The purpose of the class is to coordinate and supervise senior 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 to executive level administrators through periodic conferences and meetings.

**TYPICAL TASKS**

- Supervise staff, including selecting or recommending selection, assigning responsibilities, reviewing work, preparing and delivering periodic job evaluations, counseling, disciplining, and terminating or recommending termination.
- Establishes and maintains program goals and objectives, and generates management plans and program corrective action plans.
- Monitors and evaluates performance of programs and personnel to ensure effective service delivery for customers and staff.
- Provides clarification and guidance in difficult and complicated cases involving policy application; makes decisions as required.
- Develops internal operating policy and procedures; oversees implementation of same to ensure Agency's compliance as defined by state and/or federal guidelines.
- Interacts with clients to provide information, resolve complaints, or assist with resolution of complex cases.
- Maintains record system for assigned area; processes daily paperwork including reports and personnel information.
- Gathers and maintains information/data to support periodic and special reports documenting activities for area of responsibility.
- Coordinates and supervises the review of 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.
- Evaluates the intake process, plans and develops policies 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.
- Handles customer complaints in person, by telephone, and in writing; meets with clients in Worker's absence.
- Performs other related duties as assigned.

**GENERAL STANDARDS**

<b>Data Involvement</b>	Plans or directs others in the sequence of major activities, and reports on operations and activities which are very broad in scope.
<b>Interpersonal/People Involvement</b>	Counsels or instructs others through explanation, demonstration, and supervised practice, or makes recommendations based on professional expertise.
<b>Reasoning Requirements</b>	Performs supervisory work involving policy and guidelines, solving both people and work related problems.
<b>Mathematical Requirements</b>	Performs addition and subtraction, multiplication and division, and/or calculates ratios, rates and percents.
<b>Language Requirements</b>	Reads professional literature and technical manuals; speaks to groups of employees, and public or private groups; writes complex reports.

**City of Chesapeake      Class Title: Benefits Program Supervisor III**

<b>Mental Requirements</b>	Performs professional level work requiring the application of financial, accounting, legal, or managerial methods in the solution of financial, 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.
<b>Decisions/Supervisory Control</b>	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**

<b>Vocational/Educational Requirement</b>	Requires a bachelor's degree in social work, psychology, or a closely related field.
<b>Experience</b>	In addition to satisfying the vocational/education standards, this class requires a minimum of six years of related, full-time equivalent experience.
<b>Special Certifications and Licenses</b>	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.*