

Job Class Code: 6130	FLSA Status: Non-exempt
Pay Basis: Salary (Annual)	EEO Category: 2

GENERAL DESCRIPTION OF CLASS

The purpose of the class is to supervise as lead worker in determining and re-determining the level of benefit eligibility for applicants/current clients for financial, medical, or nutritional assistance under government programs, and/or to investigate possible fraud cases. The class is responsible for fraud cases, and/or supervision of assigned personnel, monitoring/reading cases, assisting with client evaluations, applicant/client interviews and assessments, acceptance/denial determinations, record maintenance, and reporting. The class works within a general outline of work to be performed; develops work methods and sequences under general supervision.

TYPICAL TASKS

- Monitors/reads cases of workers for accuracy and completeness; assists other workers in evaluating eligibility of difficult or complicated cases; screens cases from intake and other units for accuracy and completeness.
- Interviews applicants/clients for assistance to determine eligibility, securing and verifying social, financial, and medical information.
- Analyzes and documents data in determination of most beneficial assistance plan; grants or denies benefits; notifies applicants/clients of determination.
- Supervises staff, including training, assigning and evaluating work, mentoring, counseling, and providing policy clarification.
- Receives referrals of suspected fraud from program workers and other sources including community complaints and computer matches.
- Gathers and analyzes information to substantiate fraud cases; takes statements from suspects and witnesses; establishes intent.
- Testifies in court as required; computes amount of fraud claim and sets up collections.
- Assists supervisor with case assignment, quality control, and case management.
- Performs routine office tasks such as typing correspondence, data entry, filing, faxing, telephoning, and photocopying.
- Gathers and maintains information to support periodic and special reports documenting activities for area of responsibility.
- Performs other related duties as assigned.

GENERAL STANDARDS

Data Involvement	Gathers, organizes, analyzes, examines, or evaluates data or information and may prescribe action based on such data or information.
Interpersonal/People Involvement	Supervises or leads others by determining work procedures, assigning duties, maintaining harmonious relations, and promoting efficiency.
Reasoning Requirements	Performs coordinating work involving guidelines and rules but solves problems

	constantly.
Mathematical Requirements	Performs addition, subtraction, multiplication and division, and/or calculates ratios, rates and percents.
Language Requirements	Read 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 principles and practices of a wide range of administrative, technical, or managerial methods in the solution of administrative or technical problems; applies general understanding of operating policies and procedures to solve complex administrative problems; requires continuous, close attention for accurate results or frequent exposure to unusual pressure.
Decisions/Supervisory Control	Directs actions of others, making decisions almost constantly, affecting coworkers, 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 two years of related, full-time equivalent experience.
Special Certifications and Licenses	None
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.