

<b>Position Code: 6111</b>	<b>FLSA Status: Non-exempt</b>
<b>Pay Code: 3</b>	<b>EEO Category: 4</b>

**GENERAL DESCRIPTION OF CLASS**

The purpose of the class is to resolve overpayment incidents/cases and/or 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 assistance overpayment and/or applicant interviews and assessments, 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**

- Assists applicants with completion of required forms providing information to determine eligibility for programs and services.
- Interviews applicants and explains available services and programs and income/resource limits.
- Completes evaluations up to point of making determination for eligibility; verifies information and makes referrals.
- Makes adjustments to client records; monitors payments, reviews contracts and payment histories.
- Screens telephone calls relating to public assistance and service programs; provides information.
- Logs cases from other units and transfers in cases; assists in locating open and closed cases.
- 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.
- 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 and sending out correspondence, data entry, processing mail, filing, faxing, telephoning, and photocopying.
- Attends staff meetings and training classes.
- Performs other related duties as assigned.

**GENERAL STANDARDS**

<b>Data Involvement</b>	Computes or performs arithmetic operations using data or information.
<b>Interpersonal/People Involvement</b>	Speaks or signals to people to convey or exchange information.
<b>Reasoning Requirements</b>	Performs semi-skilled work involving set procedures but solves frequent problems.
<b>Mathematical Requirements</b>	Performs addition and subtraction, multiplication and division, and/or calculates ratios, rates and percents.
<b>Language Requirements</b>	Reads 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.
<b>Mental Requirements</b>	Performs clerical and technical tasks prescribed by standard practices but which may require computation, the use of several procedures, and the use of independent judgment with obvious choices; requires normal attention for accurate results.
<b>Decisions/Supervisory</b>	Guides others, making frequent decisions, affecting the individual, coworkers, and

**Control**

others who depend on the service or product.

**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 six months 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.*