

Job Class Code: 6125	FLSA Status: Non- Exempt
Pay Basis: Salary (Annual)	EEO Category: 2

GENERAL DESCRIPTION OF CLASS

The purpose of the class is to determine and re-determine the level of benefit eligibility of applicants/current clients for financial, medical, or nutritional assistance under government programs. The class is responsible for applicant/client interviews and assessments, acceptance/denial determination, record maintenance, client notification, clerical tasks, and reporting. The class works within a general outline of work to be performed; develops work methods and sequences under general supervision.

TYPICAL TASKS	
<ul style="list-style-type: none"> • Schedules appointments and interviews applicants/clients; explains client rights and responsibilities according to local, state, and federal regulations and laws governing the programs; explains temporary assistance programs. • Serves as lead worker; instructs/trains other personnel, and may give assignments to same; makes recommendations based on professional expertise. • Assists applicants/clients in securing verification of financial, medical, and social information; notifies supervisor of possible fraud cases. • Determines employability of clients; establishes client needs, and makes referrals to other departments within and outside the agency as needed; explores other possibilities for income for clients. • Collects, organizes, analyzes, and documents data in determination of most beneficial assistance plan for client; checks data calculations for accuracy; determines or re-determines program(s) for which eligible. • Grants or denies benefits and notifies recipient of determination. • Plans, manages, and implements case actions. • Enters or updates information/data in computer database; runs VEC and DMV checks on applicants/clients. • Performs routine office tasks such as typing correspondence, data entry, preparing periodic and special reports for supervisor, filing, faxing, telephoning, and photocopying. • 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	Persuades or influences others in favor of a service, point of view, or course of action; may enforce laws, rules, regulations, or ordinances.
Reasoning Requirements	Performs coordinating work involving guidelines and rules but solves problems constantly.
Mathematical Requirements	Performs addition and subtraction, multiplication and division, and/or calculates ratios, rates and percents.
Language Requirements	Read journals, manuals, and professional publications; speaks informally to groups of coworkers, staff in other organizational agencies, the general public, and people in other organizations; composes reports and other written materials using proper language, punctuation, grammar, and style.

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 occasional 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, or a closely related field.
Experience	In addition to satisfying the vocational/education standards, this class requires a minimum of one year of related, full-time equivalent experience.
Special Certifications and Licenses	Depending on departmental operational requirements, may require valid driver's license and driving record in compliance with City Driving Standards.
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 citywide 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.