

**ECONOMIC SERVICE SUPERVISOR****Nature of Work**

Under general supervision, performs work at the full-performance level supervising and guiding economic service workers and aides in the performance of eligibility determination duties and record-keeping. Responsible for ensuring that all applications and redetermination for financial assistance in all programs are processed in accordance with established policy. Performs related work as required.

**Examples of Work**

- Trains, directs, coordinates and evaluates work of economic service workers and aides.
- Ensures that all applications for, and redetermination of, eligibility for the department's program are processed by the economic service workers and aides in accordance with economic services policy.
- Explains procedures and policy changes to economic service workers.
- Analyzes information on forms and other necessary documents supporting application for financial assistance and determines the completeness, consistency and arithmetic accuracy of such information.
- Assists those applying for assistance and secures such supporting data as necessary about the application process through personal or group interviews with applicants.
- Receives questions or complaints about assistance payments, makes adjustments, assists individuals in applying for a fair hearing and participates in hearings.
- Maintains records, data and completes reports.
- Identifies clients who may be eligible for benefits from other agencies, and refers clients to such agencies.
- Identifies applicant's or client's need for additional services or assistance provided by the department, and arranges for consultation between the social service worker and the client.
- Makes recommendations on procedures and policy change.

**Knowledge, Skills and Abilities**

- Knowledge of rules, regulations and policies relating to eligibility for economic services.
- Knowledge of outside agencies; benefits and services.
- Ability to supervise and evaluate the work of subordinates.
- Ability to perform work involving careful review work of a computational nature.
- Ability to exercise tact in dealing with people and rendering assistance to others.
- Ability to conduct interviews, communicate clearly both orally and in writing.
- Ability to plan and organize work independently and efficiently.

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**ECONOMIC SERVICE SUPERVISOR (CONTD)**

**Knowledge, Skills and Abilities (continued)**

Ability to maintain records and complete reports.  
Ability to identify client's specific program needs.  
Ability to coordinate all phases of a program.

**Minimum Qualifications**

TRAINING Graduation from an accredited four-year college or university.

EXPERIENCE Two years of full-time or equivalent part-time paid employment in a public or private social welfare agency or related experience in interviewing or evaluating claimants for assistance, veteran's or unemployment benefits, insurance or similar programs operating under established criteria for eligibility.

SUBSTITUTION Additional work experience as defined above may be substituted for the training on a year-for-year basis.

Established: 8/20/92

Effective: 9/15/92