

ECONOMIC SERVICE COORDINATOR**Nature of Work**

Under general supervision, performs full-performance professional level economic service work in coordinating the delivery of economic services to a multi-county region. Responsible for directing Economic Service Supervisors and for ensuring that all applications and re-determinations for financial assistance for all economic service programs or benefits are processed in accordance with policy and uniformly administered. Performs related work as required.

Examples of Work

- Directs, coordinates and evaluates the work of Economic Service Supervisors, Economic Service Workers and assists in application processing, eligibility determination and policy interpretations.
- Coordinates and organizes staff training with lower level supervisors; determines staffing and training needs and makes recommendations on training methods; conducts training sessions.
- Assigns staff to various program areas according to work load needs and production capabilities.
- Makes recommendations to state policy unit on the development and implementation of new or updated policy.
- Consults with and advises lower level supervisors in personnel related problem resolution; discusses grievances; recommends promotion and disciplinary actions.
- Develops plans for corrective actions to ensure quality of service and acceptable error rates.
- Receives questions and/or complaints about assistance payments, makes adjustments where possible, assists individuals in applying for a fair hearing and participates in such hearing as may be required.
- Maintains records, data, furnishes necessary reports and performs such other related duties as may be requested.
- Attends various meetings and seminars to discuss new policies and learn new procedures.

Knowledge, Skills and Abilities

- Knowledge of departmental rules, regulations and policies relating to eligibility for assistance.
- Knowledge of outside agencies' benefits and services.
- Ability to supervise and evaluate the work of others.
- Ability to establish and maintain effective working relationships with others; ability to explain policy and procedures.
- Ability to coordinate multiple economic service programs; set program standards and develop plans for program improvement.
- Ability to perform work involving careful review and work of a computational nature.

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Knowledge, Skills and Abilities (contd)

Ability to exercise tact in dealing with people and rendering assistance to others.

Ability to conduct interviews, communicate clearly, both orally and in writing, and to plan and organize work independently and efficiently.

Ability to maintain records and complete reports.

Minimum Qualifications

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

EXPERIENCE Four 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, veterans' or unemployment benefits, insurance or similar programs operating under established criteria for eligibility.

SUBSTITUTION Additional work experience as defined above may be substituted for training on a year-for-year basis. Successful graduate study in an accredited college or university may be substituted on a year-for-year basis.

Established: 8/20/92

Effective: 9/15/92