

CLASSIFICATION SPECIFICATION

FLSA:	NEXP	Job Code:	ACV38820
Job Class Code:	770	Salary Schedule:	ASRRPSE
EEO Category:	05	Grade:	13
Workers Comp Code:	8810		

Job Code Established:	06/25/01	Effective Date:	7/01/01
Job Code Revised:	02/07/07	Effective Date:	02/07/07

JOB CODE SERIES: Program Services Series

JOB CODE TITLE: PROGRAM SERVICES EVALUATOR I

HRIS TITLE: PRG SVCS EVALR

CLASS CHARACTERISTICS: This is the entry level class in the Program Services Evaluator class series. The Program Services Evaluator I is distinguished by the Program Services Evaluator II by the greater degree of supervision received, performance of less complex work, and the narrower scope and impact of the assignment. Incumbents of this class learn to perform the full range of client eligibility determination in the area of assignment such as: food stamps, Temporary Assistance to Needy Families (TANF), health care, child care, unemployment insurance benefits/tax, or employment services; some travel may be required; and performs related work as required.

EXAMPLES OF DUTIES: Learns to: Apply program rules, regulations, policies and procedures necessary to; conduct initial, review and evaluation of requests; interview customers to elicit information necessary to determine eligibility or tax coverage; assist customers in completion of required program forms; advise customers of their responsibilities in participating within the program; maintain, retrieve and review work load information from automated databases and files; confer by telephone or correspondence with representatives of various government and private organizations to verify customer statements or claims; refer to program policies, procedures and related program resources to make determinations; conduct customer interviews; to manage assigned work load; process claims; respond to inquiries from customers; write correspondence and reports; make referrals to community resources; assist customers with disabilities; may require face-to-face contact with irate or hostile customers.

KNOWLEDGE, SKILLS AND ABILITIES:

Knowledge of: Learns basic Federal, State, and agency statutes, rules, and regulations applicable to area of assignment; interviewing techniques; basic mathematical computations to determine eligibility or tax coverage; use of general office equipment to complete assignments; customer service techniques.

Skill/Ability to: Learns to utilize verbal and written communication to apply Federal, State, and agency statutes, rules, and regulations and to prepare and respond to a variety of requests from customers applicable to area of assignment; operate various office equipment such as computer systems and software; develops effective working relationships with community resources; Learns to resolve issues with customers; comprehend rules, regulations, policies and procedures; apply basic mathematical calculations; conduct interviews; make determinations; evaluate assigned tasks; utilize automated systems to enter and retrieve programmatic or customer data; establish and maintain effective working relationships.

Prefer: any combination of training and experience that meet the knowledge, skills and abilities may be substituted. A typical way to obtain the knowledge, skills and abilities would be: High school diploma or equivalent. One years of public contact or customer service work experience; or 30 semester hours applicable towards an Associate's or Bachelor's Degree from an accredited college or university in behavioral, social science, psychology, business administration, or closely related field. Applicants may qualify by passing a test.

SPECIAL SELECTION FACTORS: Must have a high school diploma or General Equivalency Diploma (G.E.D). As determined by the Agency, some positions may be required to successfully complete a training program and/or pass a test appropriate to area of assignment. Some positions require fluency in a designated language. Some positions may require a valid driver's license.