

CLASSIFICATION SPECIFICATION

FLSA:	NEXP	Job Code:	ACV38821
Job Class Code:	770	Salary Schedule:	AREG
EEO Category:	05	Grade:	15
Workers Comp Code:	8810		

Job Code Established:	06/25/01	Effective Date:	7/01/01
Job Code Revised:	10/09/01	Effective Date:	10/09/01
Job Code Revised:	02/07/07	Effective Date:	02/07/07

JOB CODE SERIES: Program Services Series

JOB CODE TITLE: PROGRAM SERVICES EVALUATOR II

HRIS TITLE: PRG SVCS EVALR II

CLASS CHARACTERISTICS: This is the journey level class in the Program Services Evaluator series. The Program Services Evaluator II class is distinguished from the Program Services Evaluator I by the greater independence in the performance of duties, broader scope and impact of work, and a higher degree of technical experience in the area of assignment. Incumbents of this class, exercise some discretion in the application of program rules, policies and procedures to make initial and/or continuing determinations of eligibility appropriate to 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 duties as assigned.

EXAMPLES OF DUTIES: Applies and explains program rules, regulations, policies, and procedures to make eligibility determinations; conducts reviews and evaluations of eligibility requests; interviews customers to elicit information necessary to determine eligibility or tax coverage; assists customers to complete required program forms; advises customers of their responsibilities in participating within the program; maintains, retrieves and reviews information to support initial and continuation of benefits from automated databases and files; confers by telephone or correspondence with representatives of various government and private organizations to substantiate customer program compliance; resolves routine issues and complaints regarding program services; contacts community resources to determine opportunities for referral or placement; conducts program assessment of customers skills and/or needs appropriate to area of assignment; may assist customers with disabilities, or experience face-to-face contact with irate or hostile customers; conducts initial and follow-up customer interviews; resolves routine issues and complaints from customers; manages assigned workload; processes claims; writes correspondence and reports; contacts community resources to determine opportunities for referral or placement appropriate to area assignment.

KNOWLEDGE, SKILLS AND ABILITIES:

Knowledge of: federal, state, and agency statutes, rules, and regulations applicable to area of assignment; interviewing practices; decision making; application of mathematical computations; general office equipment to complete assignments; customer service techniques; and community resources.

Skill/Ability to: utilizing verbal and written communication to apply and explain federal, state, and agency statutes, rules, and regulations and to prepare and respond to a variety of requests from customers applicable to the area of assignment; operating a variety of office equipment such as computer systems and software; developing effective working relationships with community resources; resolve routine program related issues; comprehend and apply rules, regulations, policies, and procedures; apply mathematical calculations; conduct interviews and assessments; manage assigned workload; 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 (KSAs) would be: High school diploma or equivalent. Two years of public contact or customer service work experience which includes one year of interviewing, Evaluating, and determining customer eligibility. 60 semester hours applicable towards an Associates or Bachelors degree from an accredited college or university in behavioral or social science, psychology, business administration or closely related field may substitute for one year of the work experience.

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 the area of assignment. Some positions require fluency in a designated language. Some positions may require a valid driver's license.