

CLASSIFICATION SPECIFICATION

FLSA:	NEXP	Job Code:	ACV38822
Job Class Code:	770	Salary Schedule:	AREG
EEO Category:	02	Grade:	16
Workers Comp Code:	8810		

Job Code Established:	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 III
HRIS TITLE: PRG SVCS EVALR III

CHARACTERISTICS OF THE CLASS: This is the advanced journey level class in the Program Services Evaluator series. The Program Services Evaluator III is distinguished from the Program Services Evaluator II by the incumbents responsibility for serving as a technical expert or performing lead responsibilities. Incumbents of this class perform senior level or lead work activities. The Program Services Evaluator III exercises discretion in the application and interpretation of program rules, policies, and procedures when making initial and/or continuing determinations of eligibility appropriate to area of assignment, such as: food stamps, Temporary Assistance to Needy Families (TANF), health care, child care; unemployment insurance benefits/tax or employment services. This class provides technical assistance in interpreting policies, rules and regulations for staff and customer in assigned area; assists in training staff; some travel may be required; may serve as back-up to for supervisor; and performs related duties as assigned.

EXAMPLES OF DUTIES: Applies and interprets program rules, regulations, policies and procedures to staff and customers; assists in training staff; reviews and assists staff in processing workload; reviews records for quality assurance and compliance; contacts representatives of various organizations to determine and develop opportunities for referral appropriate to assignment; ensures accurate and timely completion of workload to ensure program compliance; gathers information from a variety of sources and retrieves, reviews and evaluates program information to prepare reports; manages assigned workload; advises customers of their responsibilities in participating within the program; conducts interviews with customers to elicit information necessary to make eligibility determinations and tax coverage; develops program service plans; utilizes a computer system and software to maintain a variety of program databases; researches files; conducts program assessment of customers skills and/or needs appropriate to area of assignment; refers customer to appropriate resources and serves; responds to inquiries and complaints regarding program services; conducts customer workshops specific to area of assignment; reviews records for quality assurance and compliance; conducts initial and follow-up customer interviews; manages assigned workloads; prepares various program related reports; resolves issues and complaints from customers regarding program services; contacts community resources to develop customer opportunities for referral or placement appropriate to area assignment; conducts preliminary reviews of Federal and State regulations and guidelines in assigned program area; may refer customers to counseling rehabilitation and/or other services; may recommend program policy and operational changes, may assist customers with disabilities, and may experience face-to-face contact with irate or hostile customers.

KNOWLEDGE, SKILLS AND ABILITIES:

Knowledge of: federal, state, and agency statutes, rules, and regulations applicable to area of assignment; fundamental leadership practices; program services used to conduct quality control

reviews; automated systems and software; mathematical computation; interviewing and assessment techniques; community resources; customer service practices.

Skill/Ability to: utilizing written and verbal communication to explain and interpret Federal and State laws, statutes, rules, regulations and guidelines applicable to the area of assignment; conducting research to perform quality control review of case files, making assessments and preparing reports applicable to assigned program area; conducting interviews; utilizing a variety of general office equipment such as computer systems and software; interpersonal relationships; resolve program related issues; provide technical assistance to staff; access, maintain, review and interpret database information; compile and present program information; 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. Three years of public contact or customer service work experience which includes one year of interviewing, evaluating and determining customer eligibility; or Ninety (90) semester hours applicable towards a Bachelor's 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 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 area of assignment. Some positions require fluency in a designed language. Some positions may require a valid driver's license.