

## **OCCUPATIONAL GROUP: Benefits Administration**

### **CLASS FAMILY: Benefit Programs**

#### **CLASS FAMILY DESCRIPTION:**

**This family of positions includes those whose purpose is to provide government assistance to qualified applicants. These positions may administer benefit programs or determine eligibility of persons applying to receive assistance from benefit programs and agency resources related to areas such as disability income, economic assistance, employment assistance and others.**

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#### **CLASS TITLE: Benefits Support Specialist 1**

#### **DISTINGUISHING CHARACTERISTICS:**

These positions provide entry-level support related to benefit eligibility or benefit program administration, which may include intake and/or review of applications or claims, interpretation and explanation of programmatic regulations, policies and procedures and direct customer contact. Individuals in these positions do not have supervisory or budgetary responsibilities. Perform related work as required.

**EXAMPLES OF WORK:** *(Any specific position in this class may not include all of the duties listed; nor do the examples listed cover all of the duties which may be assigned.)*

- Explains benefits provisions to customers and other interested parties which may include administering applicable tests.
- Accepts applications for benefits and interviews customers to complete or update applications.
- Reviews and processes claim forms, checking for possible issues, completeness and errors.
- Processes requests for re-determination.
- Assists customer in completing proper forms accurately.
- Handles inquiries either by telephone or in person directing customer general eligibility requirements and other information.
- Analyzes documentation and records to ensure compliance with state and federal laws and regulations.
- Maintains and posts information to databases.
- Provides technical assistance to staff, state agencies and outside entities.
- Maintains, processes, sorts and files documents numerically, alphabetically or according to other predetermined classification.
- Other duties may include processing and paying claims, transferring funds, making bank deposits, working with tax forms and working special projects.
- May compile claim-related, special and/or statistical reports.

- May Assist in performing some grant administrative duties for various federal grant programs.

**KNOWLEDGE, SKILLS AND ABILITIES:**

- Knowledge of applicable agency, state and federal laws, rules, regulations, policies and procedures.
- Knowledge of general office procedures.
- Ability to conduct effective interviews to obtain necessary information from claimants.
- Ability to collect and compile accurate information.
- Ability to perform basic mathematic computations and clerical tasks.
- Ability to comprehend, interpret and apply agency, state and federal laws, rules, regulations, policies and procedures.
- Ability to understand and follow oral and written instructions and guidelines.
- Ability to deal effectively and tactfully with the public.
- Ability to operate a computer and applicable software.
- Ability to communicate effectively, both orally and in writing.

**MINIMUM QUALIFICATIONS:**

**Education:** Graduation from High School or Equivalent.

**Experience:** Zero to three years of full-time or equivalent part-time verifiable experience related to Benefit Programs.

**Education and/or Experience Substitution:** None.

**Certifications, Licenses, Registrations:** None.

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**CLASS TITLE: Benefits Support Specialist 2**

**DISTINGUISHING CHARACTERISTICS:**

These positions provide full performance level support related to benefit eligibility or benefit program administration, which may include intake and/or review of applications or claims, interpretation and explanation of programmatic regulations, policies and procedures and direct customer contact. In the area of Veterans Services, these positions perform itinerant home visits. Individuals in these positions may, but typically do not, serve as a lead worker; they do not have budgetary responsibilities. Perform related work as required.

**EXAMPLES OF WORK:** *(Any specific position in this class may not include all of the duties listed; nor do the examples listed cover all of the duties which may be assigned.)*

- Accepts applications for benefits and conducts complex interviews of customers to complete or update applications.
- Reviews and processes claim forms, checking for possible issues, completeness and errors.
- Processes requests for re-determination.

- Assists customer in completing proper forms accurately.
- Handles inquiries either by telephone or in person directing customer general eligibility requirements and other information.
- Analyzes documentation and records to ensure compliance with state and federal laws and regulations.
- Compiles claim-related, special and/or statistical reports.
- Maintains and posts information to databases.
- Provides technical assistance to staff, state agencies and outside entities.
- Advises program participants and/or other staff on changes in operational and procedural policies, regulations, and guidelines, and answers questions regarding those changes.
- Develops new or updates existing forms, paper and/or electronic, to facilitate operations.
- Maintains, processes, sorts and files documents numerically, alphabetically or according to other predetermined classification.
- Confers with federal, state and local program participants or technical area personnel to explain procedural changes, clarify guidelines and answer general questions.
- May coordinate activities with Magistrate Court, Prosecutors, and/or Public Defenders regarding any legal action; provides testimony in hearings or trials.
- Other duties may include coordinating referrals, processing and paying claims, transferring funds, making bank deposits, working with tax forms and working special projects.
- May perform itinerant and home visits.
- May assistance in performing grant program administrative duties for federal grant programs

#### **KNOWLEDGE, SKILLS AND ABILITIES:**

- Knowledge of applicable agency, state and federal laws, rules, regulations, policies and procedures.
- Knowledge of general office procedures.
- Ability to conduct effective interviews to obtain necessary information from claimants.
- Ability to collect and compile accurate information.
- Ability to perform basic mathematic computations and clerical tasks.
- Ability to comprehend, interpret and apply agency, state and federal laws, rules, regulations, policies and procedures.
- Ability to understand and follow oral and written instructions and guidelines.
- Ability to deal effectively and tactfully with the public.
- Ability to operate a computer and applicable software.
- Ability to communicate effectively, both orally and in writing.
- Ability to establish and maintain relationships with others.

#### **MINIMUM QUALIFICATIONS:**

**Education:** Graduation from High School or Equivalent.

**Experience:** One to four years of full-time or equivalent part-time verifiable experience related to Benefit Programs.

**Education and/or Experience Substitution:** Completion of coursework from a regionally

accredited college or university, business or vocational school related to Benefits Administration may substitute for the required experience on a year-for-year basis.

**Certifications, Licenses, Registrations:** None.

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**CLASS TITLE: Benefits Support Specialist 3**

**DISTINGUISHING CHARACTERISTICS:**

These positions provide advanced level support related to benefit eligibility or benefit program administration, which may include intake and/or review of applications or claims, interpretation and explanation of programmatic regulations, policies and procedures and direct customer contact. Individuals in these positions may act as a lead worker but typically do not have budgetary responsibilities. Perform related work as required.

**EXAMPLES OF WORK:** *(Any specific position in this class may not include all of the duties listed; nor do the examples listed cover all of the duties which may be assigned.)*

- Explains benefits provisions to customers and other interested parties which may include administering applicable tests.
- Contacts employers to build professional relationships and networking with businesses, industry, labor and community organizations to enhance employment opportunities for clients; provides job analysis, job accommodations recommendations, job placement, and marketing services.
- Accepts applications for benefits and conducts complex interviews of customers to complete or update applications.
- Reviews and processes claim forms, checking for possible issues, completeness and errors.
- Processes requests for re-determination.
- Assists customer in completing proper forms accurately.
- Handles inquiries either by telephone or in person directing customer general eligibility requirements and other information.
- Analyzes documentation and records to ensure compliance with state and federal laws and regulations.
- Compiles claim-related, special and/or statistical reports.
- Maintains and posts information to databases.
- Provides technical assistance to staff, state agencies and outside entities.
- Advises program participants and/or other staff on changes in operational and procedural policies, regulations, and guidelines, and answers questions regarding those changes.
- Develops new or updates existing forms, paper and/or electronic, to facilitate operations.
- Maintains, processes, sorts and files documents numerically, alphabetically or according to other predetermined classification.
- Confers with federal, state and local program participants or technical area personnel to explain procedural changes, clarify guidelines and answer general questions.
- Resolves issues regarding complex claims.

- May coordinate activities with Magistrate Court, Prosecutors, and/or Public Defenders regarding any legal action; provides testimony in hearings or trials.
- Other duties may include coordinating referrals, processing and paying claims, transferring funds, making bank deposits, working with tax forms and working special projects.
- May assign and reviews the work of Benefit Supports Specialists 1 and 2; may trains Benefit Supports Specialists 1 and 2.

**KNOWLEDGE, SKILLS AND ABILITIES:**

- Knowledge of applicable agency, state and federal laws, rules, regulations, policies and procedures.
- Knowledge of general office procedures.
- Ability to conduct effective interviews to obtain necessary information from claimants.
- Ability to collect and compile accurate information.
- Ability to perform basic mathematic computations and clerical tasks.
- Ability to comprehend, interpret and apply agency, state and federal laws, rules, regulations, policies and procedures.
- Ability to understand and follow oral and written instructions and guidelines.
- Ability to deal effectively and tactfully with the public.
- Ability to operate a computer and applicable software.
- Ability to communicate effectively, both orally and in writing.
- Ability to establish and maintain relationships with others.
- Ability to assign and review the work of others.

**MINIMUM QUALIFICATIONS:**

**Education:** Graduation from High School or Equivalent.

**Experience:** Two to five years of full-time or equivalent part-time verifiable experience related to Benefit Programs.

**Education and/or Experience Substitution:** Completion of coursework from a regionally accredited college or university, business or vocational school related to Benefits Administration may substitute for the required experience on a year-for-year basis.

**Certifications, Licenses, Registrations:** None.

**CLASS TITLE:** Benefits Associate

**DISTINGUISHING CHARACTERISTICS:**

These positions perform entry level professional work related to benefit eligibility determination or benefit program administration, which may include intake of applications, review and/or investigation of claims, interpretation of programmatic policies and procedures and direct customer contact. Individuals in these positions typically do not have supervisory or budgetary responsibilities. Perform related work as required.

**EXAMPLES OF WORK:** *(Any specific position in this class may not include all of the duties listed; nor do the examples listed cover all of the duties which may be assigned.)*

- Performs in-depth interviews to establish applicants' eligibility for specific programs and benefits.
- Explains policies and procedures to clients.
- Develops new cases by reviewing initial claims and sends letters or makes telephone calls to claimants, agencies and other sources to request additional information.
- Determines eligibility using manuals and guidelines.
- Assesses need for social service intervention and directs clients to community resources when additional assistance is required.
- Computes amount of benefit clients will receive using appropriate monetary guidelines and calculator.
- Develops appeal cases resulting from unfavorable decisions.
- Requests a consultative medical examinations if necessary for certain benefits.
- Participates in formal training program.
- Assigns and reviews work of support staff.
- May perform itinerant or home visits.

**KNOWLEDGE, SKILLS AND ABILITIES:**

- Knowledge of applicable agency, state and federal laws, rules, regulations, policies and procedures.
- Knowledge of various benefits available to clients.
- Knowledge of interviewing techniques and methods for obtaining and communicating information.
- Ability to read and comprehend state and federal benefit program policies, procedures and guidelines.
- Ability to interact effectively with people from a wide range of socio-economic backgrounds.
- Ability to record pertinent facts and maintain records.
- Ability to perform basic arithmetic.
- Ability to plan and organize work independently and efficiently.
- Ability to work under time constraints in processing benefit application forms.
- Ability to conduct interviews with veterans and their dependents as a means of obtaining accurate and complete information.
- Ability to establish and maintain satisfactory relationships with others.
- Ability to prepare reports and make recommendations.
- Ability to communicate effectively both orally and in writing.
- Ability to compose a claims determination.
- Ability to prepare routine correspondence.
- Ability to summarize, in writing, statements of fact in support of claims determinations.

**MINIMUM QUALIFICATIONS:**

**Education:** Bachelor's degree from a regionally accredited college or university.

**Experience:** Zero to three years of full-time or equivalent part-time verifiable experience related to Benefit Programs.

**Education and/or Experience Substitution:** Additional full-time or equivalent part-time verifiable experience related to Benefit Program may substitute for the required education on a year for year basis.

**Certifications, Licenses, Registrations:** Some positions may require a valid driver's license.

**Special Requirement:** Some positions may require honorable discharge from one of the Armed Forces. Employed personnel may also be required to pass a proficiency test (unless waived) and maintain accreditation from various organizations.

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### **Class Title: Benefits Coordinator**

#### **DISTINGUISHING CHARACTERISTICS:**

These positions coordinate and supervise the work of benefit program staff and provide advanced level support related to benefit eligibility determination or benefit program administration, which may include planning, assigning and reviewing the work of subordinates, conducting employee performance appraisals, interpretation of programmatic policies and procedures and direct claimant contact. Individuals in these positions typically do not have budgetary responsibilities. Perform related work as required.

**EXAMPLES OF WORK:** *(Any specific position in this class may not include all of the duties listed; nor do the examples listed cover all of the duties which may be assigned.)*

- Plans, directs, coordinates and evaluates work of benefit program staff engaged in providing a variety of benefit services.
- Develops and implements work procedures.
- Applies federal and state laws and established policies in directing the daily operations of the office.
- Receives and independently prepares responses to routine correspondence and inquiries; answers inquiries, complaints or requests from clients, personnel or the general public regarding services rendered or the staff.
- Explains procedures and policy changes to benefit program staff.
- Analyzes information on forms and other necessary documents supporting applications and determines the completeness, consistency and arithmetic accuracy of such information.
- Identifies clients who may be eligible for benefits from other agencies and refers clients to such agencies.
- Makes recommendations on procedures and policy changes.
- Reviews/monitors weekly/monthly reports concerning staffing workload and timeliness and accuracy of reports.
- Recommends salary increases, promotions and other appropriate personnel actions and approves sick or annual leave.
- Trains and/or directs benefit program staff.

#### **KNOWLEDGE, SKILLS AND ABILITIES:**

- Knowledge of applicable agency, state and federal laws, rules, regulations, policies and procedures.
- Knowledge of various benefit programs available to clients.
- Knowledge of interviewing techniques and methods for obtaining and communicating information.
- Ability to comprehend state and federal benefit program policies, procedures and guidelines.
- Ability to record pertinent facts and maintain records.
- Ability to perform basic mathematic computations.
- Ability to plan and organize the work of others.
- Ability to establish and maintain effective working relationships with others.
- Ability to communicate effectively, both orally and in writing.

**MINIMUM QUALIFICATIONS:**

**Education:** Bachelor's degree from a regionally accredited college or university.

**Experience:** One to three years of full-time or equivalent part-time verifiable experience related to Benefit Programs.

**Education and or Experience Substitution:** Additional full-time or equivalent part-time verifiable experience related to Benefit Programs may substitute for the required education on a year-for-year basis.

**Certifications, Licenses, Registrations:** None.

**CLASS TITLE: Benefits Specialist 1**

**DISTINGUISHING CHARACTERISTICS:**

These positions perform full performance level professional work related to benefit eligibility determination or benefit program administration, which may include intake of applications, review and/or investigation of claims, interpretation of programmatic policies and procedures and direct customer contact, prepares appeals, conducts hearings, represents claimants and their dependents in appeal proceedings. Individuals in these positions may serve as a lead worker but typically do not have budgetary responsibilities. Perform related work as required.

**EXAMPLES OF WORK:** *(Any specific position in this class may not include all of the duties listed; nor do the examples listed cover all of the duties which may be assigned.)*

- Analyzes laws and regulations governing programs and applies them appropriately to resolve problems and assure compliance.
- Interprets and explains laws and regulations governing programs for clients and staff.
- Performs in-depth interviews to establish applicants' eligibility for specific programs and benefits.
- Develops new cases by reviewing initial claims and sends letters or makes telephone calls to claimants, agencies and other sources to request additional information.

- Determines eligibility using manuals and guidelines.
- Monitors changes in laws and regulations and advises clients and staff.
- Collaborates with management on determining need for changes in procedures, guidelines and formats, devises resolutions and changes and monitors success.
- Drafts program manuals, clarifying the wording and describing new procedures accurately.
- Completes related reports; may compile special and/or statistical reports, analyzing data and interpreting results.
- Prepares educational and informational material reflecting changes of policy in benefits.
- Computes amount of benefit clients will receive using appropriate monetary guidelines and calculator.
- Develops appeal cases resulting from unfavorable decisions.
- Requests a consultative medical examinations if necessary for certain benefits.
- May assistance in performing grant program administrative duties for federal grant programs
- May oversee the work of support staff or other specialists in relation to the completion of specific assignments.

#### **KNOWLEDGE, SKILLS AND ABILITIES:**

- Knowledge of the federal and state laws, rules, regulations, policies, and procedures which apply to the assigned division, agency, program, and/or technical area.
- Knowledge of a wide range of occupations and their components.
- Knowledge of the objective of the program or technical area, its procedures, policies, and guidelines, and its relationship among governmental and user entities.
- Skill in preparing written communications and quasi-legal documents.
- Ability to analyze situations, problems, and information and develop appropriate responses and resolutions.
- Ability to communicate effectively, both orally and in writing; able to present ideas clearly and concisely.
- Ability to represent area of assignment and to provide consultation on program or agency concerns.
- Ability to summarize, analyze, and synthesize information and provide interpretation.
- Ability to develop and evaluate pertinent facts and evidence related to claims adjudication.

#### **MINIMUM QUALIFICATIONS:**

**Education:** Bachelor's degree from a regionally accredited college or university.

**Experience:** One to three years of full-time or equivalent part-time verifiable experience related to Benefit Programs.

**Education and/or Experience Substitution:** Additional full-time or equivalent part-time verifiable experience related to Benefit Programs may substitute for the required education on a year for year basis.

**Certifications, Licenses, Registrations:** Some positions may require a valid driver's license.

**Special Requirement:** Some positions may require honorable discharge from one of the Armed Forces. Employed personnel may also be required to pass a proficiency test (unless waived) and maintain accreditation from various organizations.

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**CLASS TITLE: Benefits Specialist 2**

**DISTINGUISHING CHARACTERISTICS:**

These positions perform advanced level professional work related to benefit eligibility determination or benefit program administration, which may include review and/or investigation of complex claims, interpretation of programmatic policies and procedures, distribution and review of work and direct claimant contact. Individuals in these positions act as lead workers but typically do not have budgetary responsibilities. Perform related work as required.

**EXAMPLES OF WORK:** *(Any specific position in this class may not include all of the duties listed; nor do the examples listed cover all of the duties which may be assigned.)*

- Analyzes laws and regulations governing programs and applies them appropriately to resolve problems and assure compliance.
- Interprets and explains laws and regulations governing programs for clients and staff.
- Performs in-depth interviews to establish applicants' eligibility for specific programs and benefits.
- Develops new cases by reviewing initial claims and sends letters or makes telephone calls to claimants, agencies and other sources to request additional information.
- Determines eligibility using manuals and guidelines.
- Monitors changes in laws and regulations and advises clients and staff.
- Collaborates with management on determining need for changes in procedures, guidelines and formats, devises resolutions and changes and monitors success.
- Drafts program manuals, clarifying the wording and describing new procedures accurately; develops rules, policies, and legislation regarding specific work projects.
- Completes related reports; may compile special and/or statistical reports, analyzing data and interpreting results.
- Prepares educational and informational material reflecting changes of policy in benefits; writes, edits, or contributes to policy and procedure manuals.
- Oversee the work of support staff or other specialists in relation to the completion of specific assignments.
- Computes amount of benefit clients will receive using appropriate monetary guidelines and calculator.
- Develops appeal cases resulting from unfavorable decisions.
- Requests a consultative medical examinations if necessary for certain benefits.
- May assistance in performing grant program administrative duties for federal grant programs

**KNOWLEDGE, SKILLS AND ABILITIES:**

- Knowledge of the federal and state laws, rules, regulations, policies, and procedures which apply to the assigned division, agency, program, and/or technical area.
- Knowledge of a wide range of occupations and their components.
- Knowledge of the objective of the program or technical area, its procedures, policies, and guidelines, and its relationship among governmental and user entities.
- Skill in preparing written communications and quasi-legal documents.
- Ability to analyze situations, problems, and information and develop appropriate responses and resolutions.
- Ability to communicate effectively, both orally and in writing; able to present ideas clearly and concisely.
- Ability to represent area of assignment and to provide consultation on program or agency concerns.
- Ability to summarize, analyze, and synthesize information and provide interpretation.
- Ability to develop and evaluate pertinent facts and evidence related to claims adjudication.

**MINIMUM QUALIFICATIONS:**

**Education:** Bachelor's degree from a regionally accredited college or university.

**Experience:** Two to four years of full-time or equivalent part-time verifiable experience related to Benefit Programs.

**Education and/or Experience Substitution:** Additional full-time or equivalent part-time verifiable experience related to Benefit Programs may substitute for the required education on a year for year basis.

**Certifications, Licenses, Registrations:** None.

**CLASS TITLE: Benefits Specialist 3**

**DISTINGUISHING CHARACTERISTICS:**

These positions serve as professional consultants related to benefit eligibility determination or benefit program administration, which may include interpretation of programmatic policies and procedures, collaborating with businesses to assist in identification and support of their workforce needs, job profiling and direct public contact. Individuals in these positions may serve as lead workers but typically do not have budgetary responsibilities. Perform related work as required.

**EXAMPLES OF WORK:** *(Any specific position in this class may not include all of the duties listed; nor do the examples listed cover all of the duties which may be assigned.)*

- Visits local claims or job service offices; reviews records, reports, and talks with local manager and staff to identify program problems and to evaluate procedures.
- Directs local office staff in the implementation of any procedural changes or deficiency correction.
- Periodically reviews and evaluates specific programs such as employer relations and/or, placement; discusses findings with local manager and makes recommendations for improved service.

- Prepares written reports describing all records review and field visit findings.
- Provides interpretation of agency procedures and policy to local staff in order to ensure statewide uniformity of policy application.
- Attends various state and area meetings and training sessions; conducts special program review to correct specific office problem.
- Conducts on-site visits with employers to assess their workforce development needs and advise them on services available to meet those needs.
- Conducts job profiling services for employers, including job shadowing, task analysis and writing job profiles that provide employers with an accurate measurement of skill sets and skill levels required to perform the profiled job.
- Represents the agency at business and community development events including local chamber meetings, state business events and job fairs.

**KNOWLEDGE, SKILLS AND ABILITIES:**

- Knowledge of the organization, function and policies of the agency.
- Knowledge of the state and federal laws and regulations pertaining to unemployment claims, employment service or other specialized program area.
- Knowledge of employment and industrial conditions in the state.
- Ability to establish and maintain an effective working relationship with fellow employees and the public.
- Ability to plan and review the work of staff of the local offices in a defined area.
- Ability to exercise good judgment in appraising situations, in making decisions and interpreting regulations.
- Ability to exercise general administrative direction over the local offices in the area.

**MINIMUM QUALIFICATIONS:**

**Education:** Bachelor's degree from a regionally accredited college or university.

**Experience:** Three to five years of full-time or equivalent part-time verifiable experience related to Benefit Programs.

**Education and/or Experience Substitution:** Additional full-time or equivalent part-time verifiable experience related to Benefit Programs may substitute for the required education on a year for year basis.

**Certifications, Licenses, Registrations:** None.

**CLASS TITLE:** Benefits Supervisor

**DISTINGUISHING CHARACTERISTICS:**

These positions coordinate and supervise the work of staff in a branch office or a central office unit responsible for performing work related to benefit eligibility determination or benefit program administration, which includes planning, assigning and reviewing the work of subordinates, conducting employee performance appraisals and interpretation of programmatic policies and procedures. Individuals in these positions typically do not have budgetary responsibilities. Perform related work as required.

**EXAMPLES OF WORK:** *(Any specific position in this class may not include all of the duties listed; nor do the examples listed cover all of the duties which may be assigned.)*

- Plans, directs and supervises the activities of a local office engaged in various functions of work in the area of assignment.
- Interprets federal and state laws, regulations, policies, procedures, and guidelines. interviews and recommends applicants; performs evaluations of staff.
- Guides others in developing and utilizing plans and recommends methods of improvement; directs the development and implementation of policies; develops rules, policies, and legislation regarding specific work projects.
- Supervises activities to determine compliance with state and federal regulations, policies and work standards.
- Effects or recommends operational changes to facilitate efficient and effective accomplishment of goals or delivery of service.
- Evaluates program or technical area effectiveness
- Informs superiors of technical area, program, or service deficiencies and recommends improvements.
- Consults with other program or technical area staff, supervisors, or managers concerning projects and priorities.
- Addresses correspondence or distributes to appropriate staff.
- Develops research, information, or training programs.
- Contributes to policy and procedure manuals.
- Interacts with federal, state, local program representative and officials, department management and staff, and legislature.
- Attends meetings and training sessions.

**KNOWLEDGE, SKILLS AND ABILITIES:**

- Knowledge of state and federal laws and regulations related to area of assignment.
- Knowledge of the principles and practices in management to include planning, coordinating, budgeting, directing, organizing and supervision.
- Knowledge of the mission, programs and organization in the area of assignment.
- Knowledge of state and federal legislative processes.
- Ability to plan, organize, coordinate and evaluate program activities.
- Ability to effectively prepare and execute programs and administer budgets in the area of assignment.
- Ability to analyze facts and apply to the management of the organization and programs.
- Ability to develop effective policies and procedures for the organization and program area.
- Ability to direct and supervise the work of others.
- Ability to communicate effectively, both orally and in writing.
- Ability to establish and maintain effective working relationships with government officials, private industry officials, professional personnel and others.

**MINIMUM QUALIFICATIONS:**

**Education:** Bachelor's degree from a regionally accredited college or university.

**Experience:** Four to six years of full-time or equivalent part-time verifiable experience related to Benefit Programs. One year of which must have been in a lead worker or supervisory capacity.

**Education and or Experience Substitution:** Additional full-time or equivalent part-time verifiable experience related to Benefit Programs may substitute for the required education on a year for year basis. Successful completion of graduate course work related to Benefits Administration may substitute for the required experience on a year-for-year basis.

**Certifications, Licenses, Registrations:** None.

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**CLASS TITLE: Benefits Supervisor Senior****DISTINGUISHING CHARACTERISTICS:**

These positions coordinate and supervise the work of staff in multiple branch/field offices or central office units responsible for performing work related to benefit eligibility determination or benefit program administration. Work may include planning, assigning and reviewing the work of subordinates, conducting employee performance appraisals and interpretation of programmatic policies and procedures. Individuals in these positions typically do not have budgetary responsibilities. Perform related work as required.

**EXAMPLES OF WORK:** *(Any specific position in this class may not include all of the duties listed; nor do the examples listed cover all of the duties which may be assigned.)*

- Plans, directs and supervises the activities of a multiple branch/field offices or central office units and/or local offices engaged in various functions of work in the area of assignment; interviews and recommends applicants, performs evaluation of staff.
- Interprets federal and state laws, regulations, policies, procedures and guidelines for staff which provides services.
- Guides others in developing and utilizing plans and recommends methods of improvement; directs the development and implementation of policies; develops rules, policies, and legislation regarding specific work projects.
- Supervises activities to determine compliance with state and federal regulations, policies and work standards.
- Effects or recommends operational changes to facilitate efficient and effective accomplishment of goals or delivery of service.
- Reviews office management staffing patterns, staffing levels and workload; plans and directs staffing changes.
- Evaluates program or technical area effectiveness.
- Informs superiors of technical area, program, or service deficiencies and recommends improvements.
- Consults with other program or technical area staff, supervisors, or managers concerning projects and priorities.
- Addresses correspondence or distributes to appropriate staff.
- Develops research, information, or training programs.
- Contributes to policy and procedure manuals.

- Interacts with federal, state, local program representative and officials, department management and staff, and legislature.
- Attends meetings and training sessions.

**KNOWLEDGE, SKILLS AND ABILITIES:**

- Knowledge of state and federal laws and regulations related to area of assignment.
- Knowledge of the principles and practices in management to include planning, coordinating, budgeting, directing, organizing and supervision.
- Knowledge of the mission, programs and organization in the area of assignment.
- Knowledge of state and federal legislative processes.
- Ability to plan, organize, coordinate and evaluate program activities.
- Ability to effectively prepare and execute programs and administer budgets in the area of assignment.
- Ability to analyze facts and apply to the management of the organization and programs.
- Ability to develop effective policies and procedures for the organization and program area.
- Ability to direct and supervise the work of others.
- Ability to communicate effectively, both orally and in writing.
- Ability to establish and maintain effective working relationships with government officials, private industry officials, professional personnel and others.

**MINIMUM QUALIFICATIONS:**

**Education:** Bachelor's degree from a regionally accredited college or university.

**Experience:** Five to seven years of full-time or equivalent part-time verifiable experience related to Benefit Programs. One year of which must have been in a supervisory or managerial capacity.

**Education and/ or Experience Substitution:** Additional full-time or equivalent part-time verifiable experience related to Benefit Programs. Successful completion of graduate coursework related to Benefits Administration substitute for nonsupervisory/managerial experience on a year for year basis.

**Certifications, Licenses, Registrations:** None.

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**CLASS TITLE: Benefits Manager**

**DISTINGUISHING CHARACTERISTICS:**

These positions provide overall direction for a benefit program, including responsibility for leadership and management of the day-to-day operations of the benefit program. Individuals in these positions typically have supervisory responsibilities, provide input into setting a budget and are responsible for controlling a budget. Perform related work as required.

**EXAMPLES OF WORK:** *(Any specific position in this class may not include all of the duties listed; nor do the examples listed cover all of the duties which may be assigned.)*

- Directs the planning, organizing, implementation and evaluation of all programs in the area of assignment.
- Supervises the development and implementation of rules, standards, policies and procedures in the area of assignment.
- Supervises activities to determine compliance with state and federal regulations, policies and work standards.
- Assists in the preparation and administration of program budgets.
- Maintains current awareness of overall trends, approaches, techniques and equipment in program area.
- Oversees the identification of program needs, goals, objectives and the development of new programs.
- Serves in a liaison capacity with appropriate allied agencies, organizations and client advocacy groups; maintains good public relations with allied organizations through public speaking engagements and consultative work with such organizations; oversees the development and dissemination of informative literature in the area of assignment.
- Interacts effectively with state and federal officials on the interpretation and application of state and federal regulations and policies.
- Supervises the preparation of regular and special reports on the status of agency programs.
- Reviews and recommends personnel budget, purchasing and organization activities as necessary.

#### **KNOWLEDGE, SKILLS AND ABILITIES:**

- Knowledge of state and federal laws and regulations related to program area.
- Knowledge of the principles and practices in management to include planning, coordinating, budgeting, directing, organizing and supervision.
- Knowledge of the mission, programs and organization in the area of assignment.
- Knowledge of state and federal legislative processes.
- Ability to plan, organize, coordinate and evaluate program activities of a complex nature.
- Ability to effectively prepare and execute programs and administer budgets in the area of assignment.
- Ability to analyze facts and apply to the management of the organization and programs.
- Ability to develop effective policies and procedures for the organization and program area.
- Ability to direct and supervise the work of others.
- Ability to communicate effectively, both orally and in writing.
- Ability to establish and maintain effective working relationships with government officials, private industry officials, professional personnel and others.

#### **MINIMUM QUALIFICATIONS:**

**Education:** Bachelor's degree from a regionally accredited college or university.

**Experience:** Six to eight years of full-time or equivalent part-time verifiable experience related to Benefit Programs. Two years of required experience must be in a supervisory or managerial capacity.

**Education and/or Experience Substitution:** Additional full- time or equivalent part-time verifiable experience related to Benefit Programs or Social Service Programs may be substituted for the required education on a year-for-year basis. Successful completion of graduate coursework related to Benefits Administration or Social Services substitute for non-supervisory experience on a year for year basis.

**Certifications, Licenses, Registrations:** None.

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**Class Title: Benefits Manager Senior**

**Distinguishing Characteristics of Level:**

These positions perform work at an advanced level providing overall direction for broad scope and multiple benefit programs. They develop policy guidance and implementation plans to provide benefit program oversight and technical support, including long-term strategic planning. Individuals in these positions typically have supervisory responsibilities and are responsible for setting and controlling a budget. Perform related work as required.

**EXAMPLES OF WORK:** *(Any specific position in this class may not include all of the duties listed; nor do the examples listed cover all of the duties which may be assigned.)*

- Directs the planning, organizing, implementation and evaluation of all programs in the area of assignment.
- Directs and supervises the development and implementation of rules, standards, policies and procedures in the area of assignment.
- Supervises activities to determine compliance with state and federal regulations, policies and work standards.
- Develops and writes policies and procedures for benefit area; provides benefit expertise through planning, research and analysis, quality measurement and ongoing coordination of agency programs and initiatives.
- Oversees the preparation and administration of program budgets.
- Assists the Commissioner/agency head with problem resolution through technical expertise, program and organization knowledge and management experience.
- Interacts effectively with state and federal officials on the interpretation and application of state and federal regulations and policies.
- Supervises the preparation of regular and special reports on the status of agency programs.
- Reviews and recommends personnel budget, purchasing and organization activities as necessary.
- Assists in the development and advocacy of legislation related to program area.

**KNOWLEDGE, SKILLS AND ABILITIES:**

- Knowledge of state and federal laws and regulations related to all programs in the area of assignment.
- Knowledge of the principles and practices in management to include planning, coordinating, budgeting, directing, organizing and supervision.

- Knowledge of the mission, programs, and organization in the area of assignment.
- Knowledge of state and federal legislative processes.
- Ability to plan, organize, coordinate and evaluate program activities of a complex nature.
- Ability to effectively prepare and execute programs and administer budgets in the area of assignment.
- Ability to analyze facts and apply to the management of the organization and programs.
- Ability to develop effective policies and procedures for the organization and program area.
- Ability to direct and supervise the work of others.
- Ability to communicate effectively, both orally and in writing.
- Ability to establish and maintain effective working relationships with government officials, private industry officials, professional personnel and others.

#### **MINIMUM QUALIFICATIONS:**

**Education:** Bachelor's degree from a regionally accredited college or university.

**Experience:** Seven to nine years of full-time or equivalent part-time verifiable experience related to Benefit Programs, three years of which must be in supervisory or managerial capacity.

**Education and/or Experience Substitution:** Additional full-time or equivalent part-time verifiable experience related to Benefit Programs job family may be substituted for the required education on a year-for-year basis. Successful completion of graduate course work related to Benefits Administration substitute for the non-supervisory experience on a year for year basis.

**Certifications, Licenses, Registrations:** None.

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#### **CLASS TITLE: Benefits Director**

#### **DISTINGUISHING CHARACTERISTICS:**

These positions oversee the planning, implementation, monitoring and evaluation of benefit programs. Individuals in these positions have supervisory responsibilities and are responsible for setting and controlling a budget. Perform related work as required.

**EXAMPLES OF WORK:** *(Any specific position in this class may not include all of the duties listed; nor do the examples listed cover all of the duties which may be assigned.)*

- Oversees the development of administrative policies and procedures for the missions and functions in the area of assignment; ensures the effective and efficient integration of these policies throughout the agencies.
- Monitors and evaluates policies, programs, and procedures throughout the agencies; recommends modifications to improve efficiency and effectiveness of program operations.
- Advises the Agency Head on administrative functions and mission programs.
- Assists in the development of the agency budget; assists with the presentation of the budget; oversees the execution of the throughout the fiscal year.
- Assists in the development and evaluation of legislative proposals; assists in maintaining effective liaison with legislative officials.

- Coordinates the development and implementation of new programs, policies and procedures within the agencies.
- Advises the agency staff on major initiatives in the program and mission areas of the agencies.

**KNOWLEDGE, SKILLS AND ABILITIES:**

- Knowledge of federal and state laws, and regulations relating to the programs, missions and policies.
- Knowledge of current developments and initiatives in the program and mission fields.
- Knowledge of the organization and operation of state government, with particular emphasis in the area of executive budget preparation and execution.
- Ability to communicate effectively, both orally and in writing.
- Ability to evaluate the efficiency and effectiveness of administrative programs; to oversee the development and implementation of program improvements.
- Ability to analyze complex fiscal and operational data in the area of assignment.
- Ability to interact and effectively negotiate with other state officials, legislative officials, and advocacy groups.
- Ability to establish and maintain effective working relationships with others.

**MINIMUM QUALIFICATIONS:**

**Education:** Master's degree from a regionally accredited college or university.

**Experience:** Eight to ten years of full-time or equivalent part-time verifiable experience related to Benefit Programs. Three years of which must be in a supervisory or managerial capacity in a field of work related to benefit programs.

**Education and/or Experience Substitution:** Additional full-time or equivalent part-time verifiable experience related to Benefit Programs may be substituted for the required education on a year-for-year basis.

**Certifications, Licenses, Registrations:** None.

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**CLASS TITLE: Benefit Programs Physician Consultant**

**DISTINGUISHING CHARACTERISTICS:**

These positions serve as professional medical consultants related to benefit eligibility determination or benefit program administration, which may include interpretation of programmatic policies and procedures and application of clinical expertise. Individuals in these positions typically do not have supervisory or budgetary responsibilities. Perform related work as required.

**EXAMPLES OF WORK:** *(Any specific position in this class may not include all of the duties listed; nor do the examples listed cover all of the duties which may be assigned.)*

- Provides comprehensive reviews of medical case files to determine impairment ratings and validity of disability claims, involving: determination of timelines, sufficiency,

reliability, accuracy, consistency and appropriateness of medical and non-medical information.

- Provides detailed documentation and explanations of medical decisions, involving: determination of medical onset dates of disability allowance, determination of medical deferments and making medical projections pertaining to anticipated clinical improvements.
- Authorizes necessary exams and testing within appropriate guidelines.
- Reviews and approves continuing disability review decisions, consulting with and advising other staff members.
- Consults with outside medical sources to clarify medical evidence and/or inconsistencies.
- Participates in continued professional development and training to maintain competencies of all applicable knowledge, policies and procedures.
- Trains other staff members pertaining to medical body systems and medical impairment in reference to and within applicable guidelines.

#### **KNOWLEDGE, SKILLS AND ABILITIES:**

- Knowledge of the theories, principles and practices of general medicine and techniques involved.
- Knowledge of all applicable state and federal laws, rules, regulations, policies and procedures.
- Skill in using computers and software programs specific to area of employment.
- Ability to make accurate determinations of disability claims through the review of medical examination notes, lab test results and pathology reports.
- Ability to write reports, providing detailed documentation and explanations of medical decisions.
- Ability to communicate with a wide variety of people, both orally and in writing.
- Ability to establish and maintain effective working relationships.
- Ability to train other staff members.

#### **MINIMUM QUALIFICATIONS:**

**Education:** See Certifications, Licenses, Registrations requirements below.

**Experience:** See Certifications, Licenses, Registrations requirements below.

**Education and/or Experience Substitution:** See Certifications, Licenses, Registrations requirements below.

**Certifications, Licenses, Registrations:** Current license to practice medicine or osteopathy in WV, which must be obtained prior to employment.