



AGENCY PROMOTIONAL EXAMINATION
DEPARTMENT OF SOCIAL SERVICES
QUALITY CONTROL SUPERVISOR

ANNUAL \$64,113 SALARY: \$81,426 **SALARY GROUP: SH 25** **APPLICATION CLOSING DATE: FEBRUARY 24, 2012** **EXAM NO: 120330APPD**

SPECIAL APPLICATION AND EXAMINATION INSTRUCTIONS APPEAR BELOW.

PURPOSE OF CLASS: In the Department of Social Services this class is accountable for supervising a quality control program designed to monitor the delivery of public assistance.

MINIMUM QUALIFICATIONS REQUIRED

THIS PROMOTIONAL EXAMINATION IS OPEN TO ANY **CURRENT** EMPLOYEE OF THE **DEPARTMENT OF SOCIAL SERVICES** WHO BY **FEBRUARY 24, 2012** HAS PERMANENT STATUS IN THE CLASSIFIED SERVICE*, SIX MONTHS SERVICE AT THE **DEPARTMENT OF SOCIAL SERVICES**, AND THE FOLLOWING EXPERIENCE AND TRAINING:

GENERAL EXPERIENCE: Nine years of technical experience in the determination and adjudication of eligibility for public assistance programs.

SPECIAL EXPERIENCE: Two years of the General Experience must have been in technical work in a quality control program at the level of Quality Control Reviewer.

SUBSTITUTIONS ALLOWED: (1) College training may be substituted for the General Experience on the basis of fifteen semester hours equaling one half year of experience to a maximum of four years for a Bachelor's degree. (2). A Master's degree in a closely related field may be substituted for one additional year of the General Experience.

SPECIAL REQUIREMENT: Incumbents in this class may be required to travel.

KNOWLEDGE, SKILLS AND ABILITIES: Considerable knowledge of relevant agency policies and procedures; considerable knowledge of relevant state and federal laws, statutes and regulations; considerable knowledge of principles and techniques of time and case management; considerable interpersonal skills; considerable oral and written communication skills; considerable ability to synthesize and analyze data; supervisory ability.

THE EXAMINATION WILL BE COMPOSED OF:

<u>PART</u>	<u>WEIGHT</u>
EXPERIENCE AND TRAINING	100%

APPLICATION/EXAMINATION INSTRUCTIONS: In order to be considered for admittance into this examination, you must complete all parts of the examination application (CT-HR-12) detailing how you meet the minimum experience and training requirements stated above. Make certain your application form clearly details your employment history, including job titles, dates of employment and actual job duties. **THIS MATERIAL WILL CONSTITUTE THE EXAMINATION FOR THIS CLASS. Your examination will only be scored if you meet the minimum experience and training requirements outlined above and your completed application form is date stamped by DAS/Human Resources or postmarked by February 24, 2012. Mail applications to DAS/Human Resources, Room 404, 165 Capitol Avenue, Hartford, CT 06106-1658 (Secure Fax #860-622-2910).** If faxing materials make certain that your application form is complete and transmitted correctly and without error. Keep a copy of your completed application package and fax transmittal receipt for your records. Incomplete faxes or faxes received blank because pages were faxed upside down will not be accepted. Due to the large number of applications received, we cannot confirm receipt of applications. **Examination scores will be mailed by April 5, 2012.** A separate application form must be submitted for each exam you are applying for.

FORMS: Application forms (CT-HR-12) and exam announcements are available from the Department of Administrative Services (<http://www.das.ct.gov/employment>) or at the Department of Social Services.

**Employees in the unclassified service may be eligible to participate in promotional exams if they have previous permanent status in the classified service and have current status as a state employee.*

AN AFFIRMATIVE ACTION/EQUAL OPPORTUNITY EMPLOYER

The State of Connecticut is an equal opportunity/affirmative action employer and strongly encourages the applications of women, minorities, and persons with disabilities.