



**AGENCY PROMOTIONAL EXAMINATION**

**DEPARTMENT OF SOCIAL SERVICES**

**QUALITY CONTROL SUPERVISOR**

**ANNUAL \$70,060  
SALARY: \$88,978**

**SALARY  
GROUP: SH 25**

**APPLICATION CLOSING  
DATE: **NOVEMBER 17, 2015****

**EXAM  
NO: 150950APPD**

**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 **AGENCY PROMOTIONAL EXAMINATION** IS OPEN TO ANY **CURRENT** EMPLOYEE OF THE **DEPARTMENT OF SOCIAL SERVICES** WHO BY **NOVEMBER 17, 2015** HAS PERMANENT STATE STATUS\*, SIX MONTHS SERVICE IN 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.

**SUBSTITUTION 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 REQUIREMENTS:** 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>
<b>EXPERIENCE AND TRAINING</b>	<b>100%</b>

**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 as well as college degrees earned and current licenses and certifications. **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 **NOVEMBER 17, 2015**. Mail your application to DAS/Human Resources, Room 404, State Office Building, 165 Capitol Avenue, Hartford, CT 06106-1658 (**Secure Fax #860-622-2910**). **If faxing materials, keep a copy of your completed application form and exam materials and the fax transmittal receipt for your records. Make certain that your application form and exam materials are complete and transmitted correctly and without error. 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 January 5, 2016. 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://das.ct.gov/employment>) and at the Department of social Services.

*\*For employees in the classified service, permanent status is obtained after successful completion of a working test period. For employees in the unclassified service, permanent status is obtained after serving in a position for at least six months (full time or full time equivalent).*

**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, persons with disabilities and military veterans.