

State of Connecticut
Department of Social Services
Job Opportunity

Eligibility Services Supervisor

Posting Date: June 9, 2014

Closing Date: June 13, 2014

PLEASE FOLLOW THE SPECIFIC APPLICATION FILING INSTRUCTIONS AT THE BOTTOM OF THIS PAGE!

The Department of Social Services is currently accepting applications for the job classification of Eligibility Services Supervisor. This position will be located in our Waterbury Regional Office.

Open To: State Employees

Eligibility Requirement: Candidates must have taken and passed the Eligibility Services Supervisor exam and be on the current certification list promulgated by the Department of Administrative Services for this classification. State employees currently holding the above title or those who have previously attained permanent status may apply. Applicants will not have the opportunity to take the exam prior to the above closing date to qualify for this particular vacancy.

Position: Eligibility Services Supervisor

Position Number: WTB00083444
WTB00107953

Salary Range: \$60,068.00 - \$76,525.00 (SH-23)

Bargaining Unit: Social and Human Services (P-2)

Hours: 8:00am – 4:30pm, Monday through Friday, 40 hours per week

Location: 249 Thomaston Ave, Waterbury, CT 06702-1397

Unit: Processing /Service Center & Benefits Center

DUTIES AND RESPONSIBILITIES:

These positions are accountable for supervising a unit of Eligibility Services Specialists, Eligibility Services Workers and other staff as assigned engaged in providing eligibility and/or other services to clients of the department's various assistance program. Supervisors are responsible for all tasks associated with the employee oversight including, but not limited to time and attendance, staff work prioritization, distribution and work product review and reporting; employee skills enhancement and training; preparing and assessing data reports; consulting with and directing staff in difficult, unusual and/or complex case resolution; as well as implementing established personnel policies and procedures to ensure the effective and efficient operation of the unit.

Strongly Recommended:

Thorough understanding of DSS programs and services; Considerable knowledge of and ability to interpret and apply relevant agency policies and procedures, state and federal laws, statutes and regulations for processing cases; Demonstrated ability to effectively supervise assigned staff; Excellent customer service skills; Considerable interpersonal skills with demonstrated ability to build strong working relationships with managers, supervisors, coworkers, and assigned staff; Demonstrated ability to understand, evaluate and solve problems by exercising excellent judgment and reasoning; Demonstrated reliability and excellent time management skills; Excellent verbal, written and phone

communication skills; Demonstrated ability to identify and de-escalate potentially difficult situations with diplomacy and tact; Able to work independently and handle assignments effectively and efficiently; Ability to serve as a mentor/trainer to staff, providing technical and procedural support to case processing and call center staff; Thorough understanding of cultural competence and diversity; Familiarity with the delivery of agency programs and client service through use of the ConneCT Document Management system; and considerable knowledge of and proficiency in the use of EMS as well as related forms.

Note: The filling of this position will be in accordance with State reemployment/SEBAC, transfer, promotion, and merit employment rules.

APPLICATION PROCEDURE: Candidates who meet the above requirements should complete and submit a State of Connecticut Application for Examination or Employment (CT-HR-12). The CT-HR-12 Application Form may be downloaded from the State of Connecticut's Department of Administrative Services Human Resources website at: www.das.state.ct.us/exam/default.asp#APPLICATION. **State employees must submit copies of their two most recent performance appraisals.** Please be sure to specify the job posting number on all application materials. Incomplete or late applications will not be considered, and due to the large number of applications received, we cannot confirm receipt of applications.

Please **mail** your completed CT-HR-12 and the additional requested documents to:

Department of Social Services
Human Resources Division
249 Thomaston Avenue
Waterbury, CT 06702-1397
Attn: Christine Rindos, HR Assistant

APPLICATIONS MUST BE RECEIVED OR POSTMARKED BY FRIDAY, JUNE 13, 2014.

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.