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| **CLASS CODE:** 6092  **PAY GRADE:** 418 |

**CLASS TITLE:** ECONOMIC SELF-SUFFICIENCY SPECIALIST SUPERVISOR - SES

**ALLOCATION FACTOR(S)**

This is professional work supervising Economic Self-Sufficiency Specialists. The primary duty of employee(s) in the position(s) allocated to this class is to spend majority of time communicating with, motivating, training and evaluating employees, planning and directing their work; and having the authority to hire, transfer, suspend, layoff, recall, promote discharge, assign, reward or discipline subordinate employees or to effectively recommend such actions.

**EXAMPLES OF WORK PERFORMED:**

(Note: The examples of work as listed in this class specification are not necessarily descriptive of any one position in the class. The omission of specific statements does not preclude management from assigning specific duties not listed herein if such duties are a logical assignment to the position. Examples of work performed are not to be used for allocation purposes.)

* Motivates employees to meet goals of the department, office and individual unit(s).
* Promotes mentoring and coaching of staff to ensure career development.
* Ensures training opportunities for staff in targeted areas.
* Schedules work assignments, sets priorities and directs the work of the staff.
* Evaluates employees using established evaluation criteria and responsibility identification.
* Meets on a regular basis with employees to share information, provide feedback and direct workflow.
* Serves as departmental representative at meetings and conferences.
* Develops and makes presentations at professional meetings and public information forums.
* Composes documents or correspondence involving social services program eligibility information and recoupment of overpayment of benefits; and provides information to the public.
* Reviews complex information relating to self-sufficiency policies and procedures, and ensures staff is aware of changes.
* Assists staff in the management and resolution of client complaints.
* Identifies and solves problems by gathering and applying information from a variety of materials or sources.
* Deals calmly and effectively in high stress situations such as deadlines, hostile individuals and high noise levels.
* Uses statistical information to evaluate performance standards; rewards and/or applies disciplinary action where appropriate.
* Develops management tools and other procedures to ensure the quality and timeliness of services to customers.
* Designs processes for completing work and managing client flow.
* Monitors casework to ensure proper benefit issuance.
* Uses case reviews, staff conferences and other sources to evaluate delivery of services, and develops corrective action plans when required.
* Acts as a liaison between workers and management to facilitate organizational progress.
* Utilizes group resource knowledge to resolve issues and promote continuous quality improvement.
* Performs related work as required.

**KNOWLEDGE, SKILLS AND ABILITIES:**

(Note: The knowledge, skills and abilities (KSA's) identified in this class specification represent those needed to perform the duties of this class. Additional knowledge, skills and abilities may be applicable for individual positions in the employing agency.)

* Knowledge of social services program objectives and operation procedures.
* Knowledge of interviewing techniques.
* Knowledge of methods of compiling, organizing and analyzing data.
* Knowledge of applicable mainframe systems and software applications.
* Knowledge of arithmetic.
* Skill in operating a personal computer.
* Ability to supervise people.
* Ability to coordinate the operations and activities of a unit or office.
* Ability to interpret and apply complex information concerning policies and procedures related to social services eligibility.
* Ability to develop and deliver public presentations.
* Ability to investigate complaints.
* Ability to compose complex documents and correspondence.
* Ability to adapt to significant or sudden change.
* Ability to meet and deal with the public in a variety of situations.
* Ability to apply ethical business practices.
* Ability to communicate effectively orally.
* Ability to establish and maintain effective working relationships.
* Ability to evaluate and monitor service delivery.
* Ability to develop and implement corrective action plans.
* Ability to develop and deliver training.
* Ability to utilize problem-solving techniques.

**MINIMUM QUALIFICATIONS**

**EFFECTIVE:**

7/1/2001

**HISTORY:**