



Eligibility/Social Services Support Supervisor

Class Code:
0104

Bargaining Unit: Management

COUNTY OF SISKIYOU
Established Date: Feb 19, 2023
Revision Date: Feb 19, 2023

SALARY RANGE

\$20.82 - \$25.95 Hourly
\$1,665.60 - \$2,076.00 Biweekly
\$3,608.80 - \$4,498.00 Monthly
\$43,305.60 - \$53,976.00 Annually

DESCRIPTION:

The County of Siskiyou is an Affirmative Action / Equal Opportunity Employer

We welcome applicants of any race, religion, or ancestry.

For exact salary information please refer to the current salary schedule, [County website](#).

General Statement of Duties:

Under general direction, to plan, organize, coordinate, monitor, train, and supervise the office and administrative support functions for a unit of Eligibility/Social Service Assistants; to perform a variety of the more difficult and complex administrative and general support work for the Health and Human Services Agency; to perform financial and statistical recordkeeping; to operate and use computers and office equipment; and to do related work as required.

Distinguishing Characteristics:

This is the full supervisory level in the Eligibility/Social Services Assistant class series. Incumbents have responsibility for planning, organizing, and supervising the office and administrative support functions of an assigned work area or unit. In addition, they perform a variety of the more difficult and complex office, administrative, and general support work.

This class is distinguished from Eligibility/Social Services Assistant III in that incumbents exercise full supervisory responsibilities rather than lead and work coordination responsibilities.

Reports to:

Director or Deputy Director of Social Services Division, Program Manager, Human Services Supervisor or designee.

Classifications Supervised:

Eligibility/Social Services Assistant I, II, and III

EXAMPLES OF DUTIES:

Duties may include, but are not limited to, the following:

- Plans, organizes, coordinates, and supervises the office and administrative support functions for an assigned work unit.
- Assigns, schedules, and reviews work.
- Provides supervision, training, and work evaluations for assigned staff.
- Reviews work for quality and completeness.
- Performs a variety of the more complex office, administrative, and general support assignments.
- Oversees receipt of incoming mail for the Social Services Division mailroom including receiving, sorting, and distributing mail.
- Gathers, assembles, organizes, and tabulates data and information.
- Serves as an office receptionist greeting office visitors and answering the telephone, diffuse complex customer services issues and problems, provides information, and makes referrals.
- Maintains and updates electronic records and retrieves information from various statewide systems.
- Records and logs incoming documents including invoices, claims, and other documents.
- Oversees local and state forms for the division including development, revision and proofreading a variety of documents and material.
- Design special reports, projects, and publications through use of spreadsheets and other special computer software.
- Assist with maintaining public assistance records.
- Completes and mails income verifications.
- Updates and maintains computerized records and generates reports.
- Provides oversight of paper files for the Division, including schedules for document retention and destruction.
- Operates office equipment.

Knowledge of:

- Thorough knowledge of general goals and purpose of public social services programs, laws, rules, regulations, policies, and procedures governing eligibility for diverse public assistance programs and other social services programs
- Methods and techniques of conducting a screening interview and information gathering
- Computer terminology and computer keyboard arrangement
- Modern office practices, methods, and procedures
- Record keeping practices and procedures.
- Maintenance of files and information retrieval systems.
- Principles of mathematical calculations
- Regulations and rules of social services programs
- Cultural and human behavior, in order to interact effectively with clients, staff, and public with diverse economic and social backgrounds
- Principles and practices of effective customer service including good public relations techniques.

- Principles of supervision, training, work coordination, planning, and employee evaluation.
- English, grammar, and punctuation including correct English usage, spelling, grammar, and punctuation.
- Modern equipment and communication tools used for business functions and program, project and task coordination.
- Computers and software programs (e.g., Microsoft software applications) to conduct research, assess information and/or prepare documentation
- Techniques of preparing, producing, and disseminating information to various target community groups.
- Training techniques, tools, and methods.
- Office procedures, methods, and equipment including computers and applicable software applications such as word processing, spreadsheets, databases, and other specialized applications such as CalSAWS, MEDS, and other systems utilized for the administration of public assistance programs.

Desired Skills:

- Provide supervision, training, and work evaluation for assigned staff.
- Perform a variety of complex administrative, office, and general support work with minimal guidance and supervision.
- Maintain on-going responsibility for the office support functions of an assigned work area or unit to ensure work is completed in accordance with regulations relating to eligibility and timeliness.
- Complete the most complex support work with a variety of assignments concurrently.
- Function effectively in a system with strict deadlines and constant changes.
- Read, understand, apply and explain complicated and detailed correspondence, reports, regulations and policy directives so they can be understood by people of diverse socio-economic, cultural and educational backgrounds.
- Understand, interpret, and apply local, state, and federal rules and regulations governing public assistance programs.
- Identify available resources and communicate with others to obtain and verify information and make referrals to appropriate agencies and social service programs.
- Determine appropriate course of action in emergency situations.
- Detect and evaluate potential fraudulent situations.
- Utilize multiple electronic information social services systems and analyze and interpret such information to perform a variety of work tasks.
- Collect, compile, and analyze a variety of data and information.
- Prepare clear, concise, accurate, and comprehensive reports, correspondence, plan elements, and procedures.
- Develop and maintain cooperative, effective working relationships with others.
- Work accurately and effectively under pressure.
- Assess and manage difficult and hostile persons or situations; or call for intervention when appropriate,
- Tactfully and courteously explain the functions and policies of the work area where assigned.
- Interact with general public and staff, in a courteous manner in person, on the telephone, by mail or email.
- Work in a fast-paced, professional office environment and prioritize a wide range of duties with varying time requirements to ensure timely completion.
- Follow oral and written directions.
- Investigate and resolve disciplinary issues.
- Work independently to prioritize work, coordinate activities and meet critical deadlines.

TYPICAL QUALIFICATIONS:

Any combination of training or experience that would provide the knowledge and skills to successfully perform the listed duties is qualifying. A typical way, but not required, to obtain the required knowledge and skills would be:

- Two years of previous administrative, office, and general support work experience comparable to that of an Administrative Support Assistant III or Eligibility/Social Services Assistant III, or comparable classification with Siskiyou County
- Experience in a lead or supervisory role.

Special Requirements:

Employees who drive on County business as part of their job-related duties must possess a valid California driver's license for the class of vehicle driven and meet automobile insurability requirements of the County. Eligibility for employment for those who do not meet this requirement due to disability will be reviewed on a case-by-case basis by the appointing authority.

SUPPLEMENTAL INFORMATION:

Typical Physical Requirements:

Work is performed in an office environment; may perform work in an emergency shelter setting and operate a shelter vehicle when needed for disaster response; continuous contact with other staff and the public. Sit for extended periods; frequently stand and walk; normal manual dexterity and eye-hand coordination; lift and move objects weighing up to 25 lbs.; corrected hearing and vision to normal range; verbal communication; use of office equipment, including computer, telephone, calculator, copiers, FAX, and other related peripheral equipment such as printers and scanners. Mobility to work in a typical office setting, use standard office equipment, and to drive a motor vehicle to visit sites and attend meetings.

Vision to read printed materials and a computer screen for prolonged periods of time.

Hearing and speech to communicate in person or over the telephone. Accommodation may be made for some of these physical demands for otherwise qualified individuals who require and request such accommodation.

Typical Working Conditions:

Work is performed in an office environment; continuous contact with other staff and the public. May require unusual or prolonged work hours during emergencies or disasters, or during training programs. May be required to attend meetings outside of normal working hours.

DISCLAIMER: The duties and responsibilities listed are intended to be generally descriptive of the types of essential functions performed by positions allocated to this classification, but not an exhaustive list of all the duties which may be performed. Therefore, this classification description is not a complete statement of every duty or responsibility, but does list the essential functions of the job. The County of Siskiyou reserves the discretion to add or modify typical duties of a position as necessary for effective department operations.