

ECONOMIC SERVICES SUPERVISOR

The following class specification is intended to represent only the key areas of responsibilities; specific position assignments will vary depending on the business needs of the department.

DEPARTMENT: Social Services

REPORTS TO: Economic Services Manager

CLASS SUMMARY

Supervises staff and oversees the delivery of federal and state assistance programs to County citizens.

DISTINGUISHING CHARACTERISTICS

The Economic Services Supervisor is the second level of a three level economic services series. The Economic Services Supervisor is distinguished from the Economic Services Caseworker by its full supervisory authority. The Economic Services Supervisor is distinguished from the Economic Services Manager who is responsible for managing one or more economic services and/or social work sections.

TYPICAL CLASS ESSENTIAL DUTIES

- Supervises two or more full-time staff to include prioritizing and assigning work; conducting performance evaluations; ensuring staff is trained; and making hiring, termination, and disciplinary recommendations.
- Addresses questions from staff regarding the interpretation of policies for various aid programs to include updating department policy manuals and informing staff of new state and federal mandates.
- Determines when and where to make referrals to outside funding sources to assist clients in establishing self-sufficiency.
- Compiles and analyzes reports regarding department and staff activities to ensure an adequate allocation of department resources.
- Meets with department heads and supervisors of various County, state, and federal agencies to develop, implement, and evaluate department policies and procedures.
- Performs other duties of a similar nature or level.
- Performs work during emergency/disaster situations.

POSITION SPECIFIC DUTIES

Does not apply.

KNOWLEDGE AND SKILLS

Knowledge of:

- County, state, and federal assistance programs, services and guidelines;
- Department and County policies and procedures;
- Basic terminology as related to area of assignment;
- Record processing procedures;
- Supervisory principles;
- Customer service principles.

Skill in:

- Monitoring and evaluating performance and training staff;
- Prioritizing work and organizing files and information;
- Using computers and software applications;
- Using office equipment;
- Making mathematical calculations;
- Establishing and maintaining effective working relationships;
- Maintaining confidentiality;
- Managing conflict and resolving problems;
- Researching information;
- Working with the public;
- Communication, interpersonal skills as applied to interaction with coworkers, supervisor, the general public, etc. sufficient to exchange or convey information and to receive work direction.

ECONOMIC SERVICES SUPERVISOR

TRAINING AND EXPERIENCE

High School Diploma or General Equivalency Diploma (GED) and three years of related income maintenance casework experience; or an equivalent combination of education and experience sufficient to successfully perform the essential duties of the job such as those listed above.

LICENSING/CERTIFICATION

- Valid NC Driver's License

PHYSICAL REQUIREMENTS/WORKING CONDITIONS

Typically requires standing, walking, fingering, talking, hearing, seeing, and repetitive motions.

Sedentary Work: Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.

May be subjected to travel.

GENERAL INFORMATION

FLSA Status: Non-exempt

Class Spec Established/Revised: E11/99; R8/02