

## **Income Maintenance Caseworker I (Customer Service)**

### **SOCIAL SERVICES**

#### GENERAL STATEMENT OF DUTIES

Work at this level reflects the performance of one or two functions within the eligibility process such as interviewing the client, obtaining the required information, completing initial applications, verifying the information obtained, determining eligibility; or completing scheduled program reviews. This position will be responsible for performing some of these duties as a part of the Customer Service Team. This position will have the responsibility of learning basic income maintenance policy and processes and will assist the Customer Service team in implementing these functions at first customer contact. Employee will also explain program(s) requirements and options and advise or refer clients to other program services as appropriate.

#### EXAMPLES OF DUTIES PERFORMED

- Assist individuals with basic aspects of eligibility determination and review
- Examine and recognize appropriate documentation
- Answer specific questions for customers about agency programs
- Train customer service team on important aspects of income maintenance programs
- Assist in all customer services duties, as needed, in reception, mail, and switchboard

#### RECRUITMENT STANDARDS

Knowledge, Skills and Abilities

The ability to perform a variety of functions independently. The ability to organize work schedule and to see that all deadlines and timelines are met. Knowledge of programs offered by Social Services and from the community in general. The ability to work well with others.

#### MINIMUM EDUCATION AND EXPERIENCE

Graduation from High School.

#### MINIMUM QUALIFICATIONS OR STANDARDS REQUIRED TO PERFORM ESSENTIAL JOB FUNCTIONS

**Physical Requirements:** Must be physically able to operate a variety of machinery and equipment including computers, typewriters, copiers, printers, facsimile machines, calculators, postage machines, etc. Must be able to exert up to 30 pounds of force occasionally, and/or up to 15 pounds of force frequently, and/or a negligible amount of force constantly to move objects. Physical demand requirements are in excess of those for Sedentary Work. Light Work usually requires

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walking or standing to a significant degree. However, if the use of arm and/or leg controls requires exertion of forces greater than that for Sedentary Work and the worker sits most of the time, the job is rated for Light Work.

**Data Conception:** Requires the ability to compare and/or judge the readily observable, functional, structural or compositional characteristics (whether similar or divergent from obvious standards) of data, people or things.

**Interpersonal Communication:** Requires the ability of speaking and/or signaling people to convey or exchange information. Includes receiving instructions, assignments or directions from superiors.

**Language Ability:** Requires the ability to read a variety of reports, correspondence, forms, etc. Requires the ability to prepare correspondence, reports, forms, permits, etc., using prescribed formats and conforming to all rules of punctuation, grammar, diction, and style. Requires the ability to speak to people with poise, voice control and confidence.

**Intelligence:** Requires the ability to apply principles of logical or scientific thinking to define problems, collect data, establish facts, and draw valid conclusions.

**Verbal Aptitude:** Requires the ability to record and deliver information, to explain procedures, to follow oral and written instructions. Must be able to communicate effectively and efficiently in standard English.

**Numerical Aptitude:** Requires the ability to utilize mathematical formulas; to add and subtract; multiply and divide; utilize decimals and percentages.

**Form/Spatial Aptitude:** Requires the ability to inspect items for proper length, width and shape.

**Motor Coordination:** Requires the ability to coordinate hands and eyes rapidly and accurately in using office equipment.

**Manual Dexterity:** Requires the ability to handle a variety of items such as office equipment. Must have minimal levels of eye/hand/foot coordination.

**Color Discrimination:** Requires the ability to differentiate between colors and shades of color.

**Interpersonal Temperament:** Requires the ability to deal with people beyond giving and receiving instructions. Must be adaptable to performing under stress and when confronted with persons acting under stress.

**Physical Communication:** Requires the ability to talk and hear: (Talking: expressing or exchanging ideas by means of spoken words. Hearing: perceiving nature of sounds by ear.) Must be able to communicate via a telephone.

## **PERFORMANCE INDICATORS**

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**Knowledge of Job:** Has considerable knowledge of modern office practices and procedures. Has considerable knowledge of math, spelling, grammar and punctuation. Has considerable knowledge of County policies, programs and procedures. Is skilled in organizing workflow and coordinating activities. Is skilled in the operation of common office machines, including popular computer-driven word processing, spreadsheet and file maintenance programs. Is able to compile data from varied sources and complete complex reports from such information. Is able to compose effective correspondence. Is able to develop and modify work procedures, methods and processes to improve efficiency. Is able to establish and maintain complex records and files. Is able to type accurately at the speed required by the position. Is able to communicate effectively in oral and written form. Is able to exercise tact and courtesy in dealing with the public. Is able to establish and maintain effective working relationships as necessitated by work assignments.

**Quality of Work:** Maintains high standards of accuracy in exercising duties and responsibilities. Exercises immediate remedial action to correct any quality deficiencies that occur in areas of responsibility. Maintains high quality communication and interacts with all County departments and divisions, co-workers and the general public.

**Quantity of Work:** Maintains effective and efficient output of all duties and responsibilities as described under “Specific Duties and Responsibilities.”

**Dependability:** Assumes responsibility for doing assigned work and meeting deadlines. Completes assigned work on or before deadlines in accordance with directives, county policy, standards and prescribed procedures. Accepts accountability for meeting assigned responsibilities in the technical, human and conceptual areas.

**Attendance:** Attends work regularly and adheres to County policies and procedures regarding absences and tardiness. Provides adequate notice to higher management with respect to vacation time and time-off requests.

**Initiative and Enthusiasm:** Maintains an enthusiastic, self-reliant and self-starting approach to meet job responsibilities and accountability. Strives to anticipate work to be done and initiates proper and acceptable direction for completion of work with a minimum of supervision and instruction.

**Judgment:** Exercises analytical judgment in areas of responsibility. Identifies problems or situations as they occur and specifies decision objectives. Identifies or assists in identifying alternative solutions to problems or situations. Implements decisions in accordance with prescribed and effective policies and procedures and with a minimum of errors. Seeks expert or experienced advice and researches problems, situations and alternatives before exercising judgment.

**Cooperation:** Accepts supervisory instruction and direction and strives to meet the goals and objectives of same. Questions such instruction and direction when clarification of results or consequences is justified, i.e., poor communications, variance with County policy or procedures, etc. Offers suggestions and recommendations to encourage and improve cooperation between all staff persons within the department.

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**Relationships with Others:** Shares knowledge with supervisors and staff for mutual and departmental benefit. Contributes to maintaining high morale among all department employees. Develops and maintains cooperative and courteous relationships with department employees, staffers and managers in other departments, representatives from organizations, and the general public so as to maintain good will toward the department and project a good departmental image. Tactfully and effectively handles requests, suggestions and complaints from other departments and persons in order to maintain good will within the County. Interacts effectively with fellow employees, supervisor, professionals and the general public.

**Coordination of Work:** Plans and organizes daily work routine. Establishes priorities for the completion of work in accordance with sound time-management methodology. Avoids duplication of effort. Estimates expected time of completion of elements of work and establish a personal schedule accordingly. Attends meetings, planning sessions and discussions on time. Implements work activity in accordance with priorities and estimated schedules. Maintains a calendar for meetings, deadlines and events.

**Safety and Housekeeping:** Adheres to all safety and housekeeping standards established by the County and various regulatory agencies. Sees that the standards are not violated. Maintains a clean and orderly work place.

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