



ADMINISTRATIVE SUPPORT SPECIALIST II – SOCIAL SERVICES

FLSA Status: Non-Exempt

GENERAL DEFINITION AND CONDITIONS OF WORK:

Performs difficult skilled clerical and technical work providing administrative support in the Department of Social Services; does related work as required. Work is performed under regular supervision

This is light work requiring the exertion of up to 20 pounds of force occasionally, up to 10 pounds of force frequently, and a negligible amount of force constantly to move objects; work requires reaching, fingering, grasping, feeling, and repetitive motions; vocal communication is required for expressing or exchanging ideas by means of the spoken word; hearing is required to perceive information at normal spoken word levels; visual acuity is required for preparing and analyzing written or computer data, operation of machines, determining the accuracy and thoroughness of work, and observing general surroundings and activities; the worker is not subject to adverse environmental conditions.

ESSENTIAL FUNCTIONS/TYPICAL TASKS:

Opening cases; assessing needs; ensuring accuracy and completeness of applications; entering data through RDE into VaCMS, DARS; preparing reports; typing, word processing and data processing duties; assisting clients.

(The following tasks are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.)

- Serves as support/liaison to the Benefits Programs Unit;
- Interprets state and local policies and procedures applicable to various benefit programs and assists clients with questions regarding policy;
- Retrieves applications (TANF/SNAP/Med/Fuel/Crisis/Cooling/Child Care) from VACMS daily;
- Conducts electronic searches of state and local data systems;
- Screens applications to determine expedited/non-expedited status;
- Trains colleagues on procedures of VACMS data system;
- Initiates case openings for clients; schedules appointments; ensures deadlines for application process are met;
- Answers telephone and assists callers or routes calls to appropriate party;
- Creates folder for new SNAP/TANF cases for Benefit Program Specialists; retrieves and files fuel cases; Scans incoming correspondence into VaCMS;
- Greets walk-in clients; assesses needs and refers to proper staff member or community resource; determines appropriate application for each client and assists clients with completion of applications/renewals/interim reports;
- Assists clients in identifying resources, including public assistance programs, to meet their financial and social service needs;
- Assists clients with signing into computer portals to complete online applications;
- Issues EBT cards and PIN numbers; trains clients on card use; orders EBT supplies, prepares EBT reports;
- Collects, receipts and posts various payments;
- Processes incoming applications; prepares cases for benefit programs; keys application into computer and registers clients for various programs; sets up file for eligibility workers; tracks applications to ensure they are set up; maintains log sheet of new applications;
- Informs clients of information needed during application interview;
- Refers clients to Social Workers for assistance with adoption, child day care, adult protective services and child protective services;
- Checks the mileage on vehicles, follows up on faulty equipment and drives the vehicle to and from County garage for repairs and maintenance;
- Prepares and types administrative warrants register; verifies checks and types check numbers on warrant registers;

Performs various clerical duties such as setting up files and cases, typing letters, memos, minutes, court reports, case assessments and records, etc.;

Processes and sorts incoming mail;

Maintains inventory of and orders office supplies;

Enters a variety of data into computer system and generates periodic reports for state and federal agencies and department personnel;

Collects and compiles statistical data weekly of job functions;

Participates in emergency response operations as required in a declared emergency by Court officials; completes required NIMS training as a condition of employment;

Performs related tasks as required.

KNOWLEDGE, SKILLS AND ABILITIES:

Thorough knowledge of standard office practices, procedures, equipment and secretarial techniques; thorough knowledge of business English, spelling and arithmetic; thorough knowledge of department programs and policies; ability to type accurately at a reasonable rate of speed; ability to make arithmetical calculations; ability to operate standard office, word processing and data entry equipment; ability to interact positively with difficult or hostile members of the public; ability to follow oral and written instructions; ability to establish and maintain effective working relationships with associates, clients and the general public.

EDUCATION AND EXPERIENCE:

Any combination of education and experience equivalent to graduation from high school including or supplemented by courses in typing and considerable clerical experience.

SPECIAL REQUIREMENTS:

Work may be required at times, outside of normal business hours to accommodate the needs of the client.