

**State of Connecticut  
Department of Social Services  
Current and Anticipated Job Opportunities**

**Eligibility Services Supervisor**

**PLEASE FOLLOW THE APPLICATION FILING INSTRUCTIONS AT THE BOTTOM OF THIS PAGE!**

**Posting Date: June 26, 2013**

**Closing Date: July 5, 2013**

**Open To: DSS Employees who meet the following eligibility:**

*Applications will be accepted from candidates who have taken and passed the current state of CT examination for Eligibility Services Supervisor or DSS employees who have previously attained permanent status in the job classification. Applicants will not have the opportunity to take the exam prior to the closing date to qualify for these vacancies. The filling of this position will be in accordance with State reemployment/SEBAC, transfer, promotion, and merit employment rules.*

The Department of Social Services is presently recruiting to fill the vacancy noted below. In addition, DSS is also accepting applications for Eligibility Services Supervisor for future anticipated vacancies for all DSS locations. Please specify desired office location and unit on the CT HR -12:

- New Britain – Generalist will supervise Phone Interviewers
- All locations and units for future opportunities – please specify the location/unit

**Job Posting No:** DSSSUPV  
**Work Schedule:** Monday thru Friday: 8:00am – 4:30pm  
**Salary Range:** \$58,318 - \$74,296 annually (SH23)

**Essential Responsibilities Include:**

These positions are accountable for supervising a unit of Eligibility Services Specialists, Eligibility Services Workers and other staff as assigned engaged in providing eligibility and/or other services to clients of the department's various assistance programs. Supervisors are responsible for all tasks associated with the employee oversight including but not limited to staff work prioritization, distribution and work product review and reporting; employee skills enhancement and training; preparing and assessing data reports; consulting with and directing staff in difficult, unusual and/or complex case resolution; as well as implementing established personnel policies and procedures to ensure the effective and efficient operation of the unit.

**Qualifications Include:**

- Thorough understanding of DSS programs and services,
- Considerable knowledge of and ability to interpret and apply relevant agency policies and procedures, state and federal laws, statutes and regulations for processing cases,
- Demonstrated ability to effectively supervise assigned staff,
- Excellent customer service skills,
- Considerable interpersonal skills with demonstrated ability to build strong working relationships with managers, supervisors, coworkers, and assigned staff,
- Demonstrated ability to understand, evaluate and solve problems by exercising excellent judgment and reasoning,
- Demonstrated reliability and excellent time management skills,

- Excellent verbal, written and phone communication skills,
- Demonstrated ability to identify and de-escalate potentially difficult situations with diplomacy and tact,
- Able to work independently and handle assignments effectively and efficiently,
- Ability to serve as a mentor/trainer to staff, providing technical and procedural support to case processing and call center staff,
- Thorough understanding of cultural competence and diversity,
- Familiarity with the delivery of agency programs and client service through use of the ConneCT Document Management system,
- Considerable knowledge of and proficiency in the use of EMS as well as related forms.

**Application Instructions:**

If this opportunity interests you and you meet the qualifications noted above, please download a State of Connecticut Application for Examination or Employment (CT-HR-12) from the State of Connecticut's Department of Administrative Services' Website: [www.das.state.ct.us/exam/default.asp#APPLICATION](http://www.das.state.ct.us/exam/default.asp#APPLICATION) and **MAIL your cover letter and completed application to:**

**Ellen Mantel, Principal Human Resources Specialist  
Department of Social Services  
25 Sigourney Street – 12<sup>th</sup> Floor  
Hartford, CT 06106**

**APPLICATIONS MUST BE POSTMARKED BY Friday, July 5, 2013, CLOSE OF BUSINESS**

**Late or incomplete applications will not be considered.**

**An Equal Opportunity / Affirmative Action Employer**

**The State of Connecticut is an equal opportunity/affirmative action employer and strongly encourages the applications of women, minorities, and persons with disabilities.**