

**DEPARTMENT OF SOCIAL SERVICES
JOB OPPORTUNITY
PROCESSING TECHNICIAN**

[PLEASE FOLLOW THE APPLICATION FILING INSTRUCTIONS AT THE BOTTOM OF THIS PAGE!](#)

Closing Date: Tuesday, May 21, 2013

The Department of Social Services is seeking energetic candidates for a challenging Processing Technician position with our Central Processing (CPU) unit. Candidates must be prepared to work in an environment that is diverse, technical, complex, and fast paced. Positions are located in our Hartford Central Office and demand teamwork, reliability, accuracy and precise attention to detail. Processing Technicians utilize the agency's legacy eligibility and other systems to review, add, update and/or discontinue client information and/or benefits based on incoming documents, reports and/or matches.

Open To: [The Public and State Employees who meet the following eligibility:](#)

[Applicants must have taken and passed the current state of CT examination for Processing Technician. State employees who are currently classified at this level or previously attained permanent status in this classification will be considered for lateral transfer. Applicants will not have the opportunity to take the exam prior to the closing date to qualify for this vacancy.](#)

Location: DSS Central Office, Central Processing Unit
 25 Sigourney Street, Hartford, CT

Job Posting No: CPPTEC

Bargaining Unit: (NP-3) Administrative Clerical

Work Schedule: Monday thru Friday: 8:00am – 4:30pm

Salary Range: \$42,755 - \$55,910 annually

Essential Responsibilities Include:

Performs the most complex support duties related to the Central Processing function; examines incoming materials for accuracy, completeness and conformance to state statutes and regulations; makes corrections and/or additions if needed; initiates and maintains communications with a wide variety of resources to verify information and complete transactions including other state employees, offices and outside officials and other state agencies; interprets and applies related state statutes, regulations, policies and procedures; makes decisions as to case status, transaction permissibility or admissibility; responds to internal and external inquiries for information and assistance; sets up and maintains filing and indexing systems and forms for office use and to meet recurring needs; initiates recurring work or special clerical projects accordingly; maintains records and logs of processed actions; prepares status and statistical reports; assists in maintaining general files; initiates correspondence; types correspondence, forms, file documentation, etc.; performs related duties as required.

Qualifications Include:

- Must have three (3) years' clerical work experience;
- One (1) year of the experience must have involved a full range of clerical duties as an Office Assistant, Interpreter Clerk or its equivalent;
- Strong analytical skills will be called on to efficiently and accurately process a large volume of work using multiple data sources within strict deadlines;
- Applicants must demonstrate that they have the ability to understand, evaluate and solve problems by exercising good judgment and reasoning;
- This office requires applicants who are reliable, are able to perform their duties independently with limited supervision, and have excellent time management skills.

- Applicants must demonstrate that they are able to examine documents for accuracy and completeness, are able to organize and coordinate workflow in an efficient and effective manner and are able to handle sensitive situations with diplomacy and tact;
- The ability to read, comprehend and apply laws, regulations, and procedural guidelines, articulate ideas and information clearly and effectively, and compose effective correspondence and forms is critical.
- Successful applicants must demonstrate that they have very good interpersonal skills, and are able to build strong working relationships with their managers, supervisors and coworkers.
- Essential to this role is the ability to operate office equipment including personal computers, and other electronic equipment; demonstrate proficiency in the use of Microsoft Office products including Word, Excel, Access, and PowerPoint and have experience using a multi-user database.

Note: The filling of this position will be in accordance with State reemployment/SEBAC, transfer, promotion, and merit employment rules.

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 and **MAIL your cover letter and completed application to:**

**Delores Atwater, Human Resources Associate
Department of Social Services
25 Sigourney Street – 12th Floor
Hartford, CT 06106**

APPLICATIONS MUST BE RECEIVED BY Tuesday, May 21, 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.