Iowa Department of Administrative Services – Human Resources Enterprise
Classification Series Guidelines

# Eligibility and Benefit Supervisor Series

## Classes in the Series

| Class Code | Class Title |
|---|---|
| 03161 | Eligibility and Benefit Supervisor |
| 03162 | Eligibility and Benefit Administrator |

## Series Concept

Positions in this series are responsible for planning, directing, administering, and supervising economic assistance eligibility and benefit programs. Incumbents usually have considerable knowledge of technical work processes; and are considered an authoritative source of information on the subject.

## Exclusions

The following are excluded from classification within this series:

1. Non-supervisory Eligibility and Benefit specialist or consultant positions.
2. Supervisory/management positions having responsibilities for program management including policy development, establishing goals and objectives, determining resources necessary to provide program services, establishing evaluation methods to determine program effectiveness, and accountability for final results. These positions should be classified in the Public Service Executive series.

## Class Distinctions

**Eligibility and Benefit Supervisor**

Positions exercise full first line supervisory authority over Eligibility and Benefit Specialists and program related administrative support positions in one or multiple county offices or within the central office.

Positions are involved in planning, directing, and coordinating economic assistance eligibility and benefit programs within the Service Area or statewide; may provide consultative advice about the program(s).

Employees are primarily engaged in the execution of existing policies, methods, and procedures.

**Eligibility and Benefit Administrator**

Positions administer the economic assistance eligibility and benefit programs in a Service Area. This involves the supervision of Eligibility and Benefit Supervisor positions as well as other supervisory and administrative support positions. Positions work on the development of program plans, guidelines, policies, methods, and procedures.

Incumbents work within guidelines established by higher levels of management and operations managed are subject to periodic after-the-fact review of accomplishment of goals/priority.

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