

Iowa Department of Administrative Services – Human Resources Enterprise
Job Classification Description

Income Maintenance Supervisor

Definition

Directs, plans, supervises, and coordinates the work of non-supervisory Income Maintenance and administrative support staff, managing local operations in one or multiple county offices; or performs supervisory duties related to income maintenance programs in the central office; performs related work as required.

The work examples and competencies listed below are for illustrative purposes only and not intended to be the primary basis for position classification decisions.

Work Examples

Supervises and evaluates the work of subordinates; recommends personnel actions related to selection, disciplinary procedures, performance, leaves, grievances, work schedules, and assignments; administers personnel policies and procedures.

Investigates the eligibility for and the accuracy of payments in the categorical assistance programs; determines if proper procedures were used and seeks methods to correct any errors.

Develops general procedures and plans for the operation of the income maintenance program within the assigned area.

Coordinates quality control efforts related to income maintenance programs as mandated by the federal government within the assigned area; assures that federal reporting deadlines are met to avoid federal funding and fiscal sanctions.

Implements programs as directed through the use of in-service training, staff meetings, conferences, and special training programs authorized by the department.

Interprets programs to interested groups and the general public; relates the programs to other community activities and participates in the development of resources in the community.

Confers with consultants and other departmental officials on technical problems involving the interpretation and application of policies, procedures, and regulations.

Participates in special projects as requested by service area's Income Maintenance Administrator.

Prepares or directs the preparation of records and reports; presents budgets to the appropriate administrative/advisory boards.

Competencies Required

Knowledge:

- Customer Service – Principles and processes for providing customer services, including customer needs assessment, meeting quality standards for services, and evaluating customer satisfaction.
- Law and Government – Laws, legal codes, court procedures, precedents, government regulations, executive orders, agency rules, and the democratic political process.

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- English Language – The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
 - Administration and Management – Business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, production methods, and coordination of people and resources.
 - Personnel and Human Resources – Principles and procedures for personnel recruitment, selection, training, compensation and benefits, labor relations and negotiation, and personnel information systems.
 - Basic Arithmetic – Addition, subtraction, multiplication, and division.
 - Clerical Procedures – Word processing, managing files and records, designing forms, and other office procedures and terminology.

Abilities:

- Law and Government – Understand and adhere to applicable laws, legal codes, administrative rules, and regulations.
- Clerical – Maintain complex clerical records.
- Written Expression – Communicate information and ideas in writing so others will understand.
- Speech Clarity – Speak clearly so others can understand.
- Speech Recognition – Identify and understand the speech of another person.
- Deductive Reasoning – Apply general rules to specific problems to produce answers that make sense.
- Inductive Reasoning – Combine pieces of information to form general rules or conclusions.
- Information Ordering – Arrange things or actions in a certain order or pattern according to a specific rule or set of rules (e.g., patterns of numbers, letters, words, pictures, mathematical operations).
- Problem Sensitivity – Tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem.

Skills:

- Active Listening – Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
- Critical Thinking – Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
- Reading Comprehension – Understanding written sentences and paragraphs in work related documents.
- Speaking – Talking to others to convey information effectively.
- Writing – Communicating effectively in writing as appropriate for the needs of the audience.
- Negotiation – Bringing others together and trying to reconcile differences.
- Active Learning – Understanding the implications of new information for both current and future problem-solving and decision-making.

- Judgment and Decision Making – Considering the relative costs and benefits of potential actions to choose the most appropriate one.
- Service Orientation – Actively looking for ways to help people.
- Complex Problem Solving – Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.

Minimum Qualification Requirements

Applicants must meet at least one of the following minimum requirements to qualify for positions in this job classification:

- 1) Graduation from an accredited four-year college or university and one year of full-time work experience in an income maintenance program.
- 2) Two years (equivalent to 60 credit hours) of post high school course work from an accredited college or university and three years of full-time work experience in an income maintenance program.
- 3) Five years of full-time work experience in an income maintenance program.

Additional Qualification Requirements

For select positions, applicants may be required to meet one or more of the additional qualification requirements listed below.

- Language fluency in the following areas:
 - 866 Ability to speak, read, and write Spanish fluently

Applicants who wish to be considered for these select positions must describe on the application how each additional qualification requirement is met.

Effective date: 06/14 SA