Eligibility Supervisor

CLASS TITLE	CLASS CODE	SALARY GROUP	SALARY RANGE
ELIGIBILITY SUPERVISOR I	5630	B19	$48,244 - $76,028
ELIGIBILITY SUPERVISOR II	5632	B21	$54,278 - $87,046

GENERAL DESCRIPTION

Performs administrative and supervisory eligibility program work involving planning, developing, and implementing eligibility programs and providing technical assistance and consultative services to program staff.

EXAMPLES OF WORK PERFORMED

Oversees client financial eligibility activities; and plans, assigns and supervises the work of assigned staff.

Coordinates special investigations and reviews.

Manages and monitors workload to ensure effective and timely client services.

Prepares management reports, analyses, productivity studies, and other correspondence related to program activities.

Plans, implements, coordinates, and monitors service delivery.

Provides guidance to employees in handling difficult or complex problems in assigned program area.

Establishes unit goals and objectives; develops and approves schedules, priorities, and standards for achieving goals; and oversees program evaluation activities.

Develops and implements program guidelines, procedures, policies, rules, and regulations; and monitors compliance with policies and procedures.

Develops and implements techniques for evaluating programs.

Prepare and conduct seminars and presentations for citizens, clients, staff, management, or elected officials.

Performs related work as assigned.

DESCRIPTION OF LEVELS

Examples of work and descriptions are meant to progress through the levels. For example, an employee at a level II may also perform work listed within the previous level.

***Note**: Factors that may distinguish between senior levels include the scope of responsibility, oversight, and authority; and the nature, complexity, and impact of the work performed.*

ELIGIBILITY SUPERVISOR I (Title change 9-1-2025 from Texas Works Supervisor I):
Performs highly complex (senior-level) administrative and supervisory eligibility program work. Works under limited supervision, with considerable latitude for the use of initiative and independent judgment.

ELIGIBILITY SUPERVISOR II (Title change 9-1-2025 from Texas Works Supervisor II):
Performs advanced (senior-level) administrative and supervisory eligibility program work. Works under minimal supervision, with considerable latitude for the use of initiative and independent judgment. Employees at this level are often regarded as technical experts and may advise employees on some of the most complex issues across multiple program areas.

GENERAL QUALIFICATION GUIDELINES

EXPERIENCE AND EDUCATION

Agencies have the discretion to identify the general or specialized experience, education, or certifications required for positions and may tailor qualification requirements to specifically meet the agency's business needs. Agencies may substitute experience, education, military service, apprenticeships, and relevant credentials for one another, if appropriate and allowed by statute.

KNOWLEDGE, SKILLS, AND ABILITIES

For all levels

- Knowledge of policies and procedures related to state and federal social service eligibility programs; the principles and practices of public administration; and local, state, and federal laws and regulations relevant to the program area.

- Skill in monitoring; in interviewing; in overseeing individual needs assessments; and in the use of a computer and applicable software.

- Ability to establish, plan, organize, and monitor department production goals; to devise solutions to client complaints and issues; to develop and evaluate administrative policies and procedures; to prepare reports; to interpret regulations; to communicate effectively; and to supervise the work of others.