



# Texas Works Supervisor I

Salary Group: B19

Class Code: 5630

CLASS TITLE	CLASS CODE	SALARY GROUP	SALARY RANGE
TEXAS WORKS SUPERVISOR I	5630	B19	\$45,244 - \$72,408
TEXAS WORKS SUPERVISOR II	5632	B21	\$51,278 - \$82,901

## GENERAL DESCRIPTION

Performs highly complex (senior-level) administrative and supervisory eligibility program work. Work involves planning, developing, and implementing eligibility programs and providing technical assistance and consultative services to program staff. Supervises the work of others. Works under limited supervision, with considerable latitude for the use of initiative and independent judgment.

## EXAMPLES OF WORK PERFORMED

Oversees client financial eligibility activities, and 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.

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

Supervises the work of others.

Performs related work as assigned.

## **GENERAL QUALIFICATION GUIDELINES**

### **EXPERIENCE AND EDUCATION**

Experience in social services, financial eligibility determination, or investigative work. Graduation from an accredited four-year college or university with major coursework in human services, social science, business, or a related field is generally preferred. Experience and education may be substituted for one another.

### **KNOWLEDGE, SKILLS, AND ABILITIES**

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.