

CLASSIFICATION: CASE TECHNICIAN II

Class Code: 1590-16

Date Established: 06-11-76

Occupational Code: 7-7-7

Date of Last Revision: 12-16-14

Exempt Status: Non-Exempt

BASIC PURPOSE: To investigate and review client data and to perform supervisory duties in determining applicant/client eligibility for available programs or client/defendant ability to repay, including the monitoring and updating of case files and agreements.

CHARACTERISTIC DUTIES AND RESPONSIBILITIES:

- Assists supervisors in the orientation and training of new staff, reviews and checks their work, and assists in their performance evaluations.
- Identifies, reports, and/or resolves computer system or processing problems, for case processing, benefit determination and/or repayment agreements.
- Presents reports and makes recommendations to assist management.
- Assigns and oversees completion of work for Case Technician Trainees, Case Technician I's and/or other subordinate staff in the absence of the supervisor.
- Responsible for the processing of varied and complex cases and case activities, without supervisory approval.
- Consults with, makes assessments for, and provides information to, management regarding office procedures.
- Attends, prepares necessary documentation for, and assists staff with, hearings and the hearing process.
- Participates in statewide work groups established to improve program performance.
- Contacts providers, attorneys, and/or court staff to obtain information and documentation pertaining to applicants or defendants.

DISTINGUISHING FACTORS:

Skill: Requires skill in developing formats and procedures for special applications OR in investigating and reviewing the use of equipment and data for a specialized function.

Knowledge: Requires knowledge of business practices and procedures or technical training in a craft or trade, including working from detailed instructions, to apply knowledge in a variety of practical situations.

Impact: Requires responsibility for contributing to immediate, ongoing agency objectives by facilitating the direct provision of services to the public or other state agencies. Errors at this level result in inaccurate reports or invalid test results and require significant investment of time and resources to detect.

Supervision: Requires direct supervision of other employees doing work which is related or similar to the supervisor, including scheduling work, recommending leave, reviewing work for accuracy, performance appraisal, or interviewing applicants for position vacancies.

Working Conditions: Requires performing regular job functions in a controlled environment with minimal exposure to disagreeable job elements and little risk of hazard to physical or mental health.

Physical Demands: Requires light work, including continuous walking or operating simple equipment for extended periods of time as well as occasional strenuous activities such as reaching or bending.

Communication: Requires explaining facts, interpreting situations, or advising individuals of alternative or appropriate courses of action. This level also requires interviewing or eliciting information from state employees or members of the general public.

Complexity: Requires a combination of job functions to establish facts, to draw daily operational conclusions, or to solve practical problems. This level also requires providing a variety of alternative solutions where only limited standardization exists.

Independent Action: Requires a range of choice in applying a number of technical or administrative policies under general direction and in making routine decisions or in recommending modifications in work procedures for approval by supervisor.

MINIMUM QUALIFICATIONS:

Education: Associate's degree or completion of two years of college, and additionally, for positions at Health & Human Services, successful completion of approved in-service training program. Each additional year of approved formal education may be substituted for one year of required work experience.

Experience: Three years' experience requiring public contact, and/or attention to detail, as required in explaining rules and regulations or implementing technical instructions, one year of which shall have been as a Case Technician I. For Department of Administrative Services, Office of Cost Containment only: One year of collections experience can be applied in lieu of one year as a Case Technician I. Each additional year of approved work experience may be substituted for one year of required formal education.

License/Certification: Valid driver's license and/or access to statewide transportation if necessary for performing job accountabilities. A driver's license requirement and/or access to statewide transportation must be stated on the supplemental job description and approved by the Division of Personnel prior to posting at the agency level.

RECOMMENDED WORK TRAITS: Knowledge of the goals and objectives of the Department or Division program(s). Knowledge of the procedures and practices of interviewing. Knowledge of the regulations pertaining to departmental programs. Ability to exercise judgment and to work on assignments independently. Ability to supervise, coordinate and direct the work of others. Ability to follow specific instructions in gathering facts, data or resources in abstracting and organizing required information. Ability to make decisions based upon fact-finding interviews within the parameters of the rules and regulations of the agency. Ability to operate a variety of automated systems. Ability to communicate. Ability to establish and maintain effective working relationships with co-workers, clients and the public. Must be willing to maintain appearance appropriate to assigned duties and responsibilities as determined by the agency appointing authority.

DISCLAIMER STATEMENT: This class specification is descriptive of general duties and is not intended to list every specific function of this class title.