

Jurisdictional Class: Competitive
EEO Category: Administrative Support
Adopted: 09/24/2021
Approved by NYS OTDA: XX/XX/XXXX

INTAKE PROCESSING SPECIALIST

DISTINGUISHING FEATURES OF THE CLASS: This position involves assisting in the identification of need and eligibility for the various programs administered by a local social services district. The incumbent in this position performs routine clerical and basic office-related tasks, as well as provides information and referral services to the public, including screening potential applicants for county related services to promote efficiency and accountability in client management. There is considerable contact with the general public. Work is done under direct observation and review by an immediate supervisor. Supervision is not a function of this class. The incumbent performs related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative Only)

Greets the general public and assesses presented needs for further assistance;
Makes calls and returns calls to clients to explain program eligibility requirements and availability;
Prepares, processes and maintains a variety of records, inventories, reports, registers and other office-related materials;
Operates various office equipment such as computers, copiers, fax machines, and the internal queue system;
Assists public with procedures, resolving problems, and obtaining necessary information to access a County service or program;
Sorts, copies, and files a variety of information;
Answers telephone, takes messages, makes appointments and places outgoing calls;
Makes arithmetical computations;
Opens, sorts, distributes, wraps, stamps and posts letters, packages and printed matter;
Complies and maintains files, statistics and other information for reports;
Enters and retrieves client and case based information from a computer terminal;
May type letters, reports, requisitions and statistical data;
May verify information received on various forms, logs, files, etc;
May pick up and deliver interoffice material;
May order office supplies and materials;
May assist Social Welfare Examiners with determining program eligibility;
May review case files and make calls on behalf of Social Welfare Examiners;
May review applications to assist Social Welfare Examiners with program application processing.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS: Working knowledge of county government structure and processes, and DFCS program eligibility requirements and availability; Working knowledge of modern office practices, procedures and equipment; working knowledge of windows-based computer software; Strong interpersonal skills; Ability to make arithmetical computations rapidly and accurately; Ability to communicate effectively orally and in written form; to understand and carry out oral and written instructions; Ability to locate documents in computer files and to keep accurate records; Ability to establish and maintain good working relationships with others; Ability to maintain confidentiality; Tact and courtesy.

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MINIMUM QUALIFICATION: Either:

- (A) Graduation from high school or possession of high school equivalency diploma;
OR
- (B) Two (2) years of clerical experience.

NOTE: Verifiable part-time and/or volunteer experience will be pro-rated toward meeting full-time experience requirements

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