

**STATE OF OHIO (DAS)**  
CLASSIFICATION  
SPECIFICATION

**CLASSIFICATION SERIES:**  
Supplemental Income Claims Processor

**SERIES NO.:**  
1721

**MAJOR AGENCIES:**  
Mental Health

**EFFECTIVE DATE**

**SERIES PURPOSE:**

The purpose of the supplemental income claims processor occupation is to assist residents/consumers in applying for social security, veterans or railroad retirement or other available supplemental income benefits.

**CLASS TITLE:**

Supplemental Income Claims Processor

**CLASS NUMBER:**

17211

**EFFECTIVE DATE:**

03/26/1990

**CLASS CONCEPT:**

The full performance level class works under general supervision & requires considerable knowledge of federal regulations, policies & procedures governing social security, veterans, railroad retirement or other supplemental income benefits & eligibility requirements/criteria in order to assist residents/consumers in applying for supplemental income benefits by compiling data & completing & forwarding application to appropriate agency.

<b>CLASS TITLE:</b> Supplemental Income Claims Processor	<b>CLASS NUMBER:</b> 17211	<b>BARGAINING UNIT:</b> 09
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**EFFECTIVE DATE:**

03/26/1990

**JOB DUTIES IN ORDER OF IMPORTANCE: (These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)**

Interviews &/or researches files of residents/consumers to obtain information to assist in establishing their eligibility for social security, veterans or railroad retirement or other supplemental income benefits, completes necessary application with assistance from resident/consumer or other interested parties (e.g., family members, social worker) & forwards to appropriate agency for approval/disapproval of claim, serves as liaison between residents/consumers & other governmental agencies (e.g., provides additional information to appropriate agency; informs resident/consumer of status of claim; receives new &/or revisions of federal regulations, policies & procedures).

Maintains & updates files; makes copies; notifies appropriate governmental agencies of resident/consumer change of address; enters resident/consumer monetary data into computer; answers routine inquiries either by telephone or correspondence.

Attends meetings & seminars either in-house or with other governmental agency representatives.

**MAJOR WORKER CHARACTERISTICS:**

Knowledge of fractions, decimals & percentages; federal regulations, policies & procedures governing eligibility & application procedures for social security, veterans & railroad retirement or other supplemental income benefits\*; public relations; interviewing; office practices & procedures. Skill in operation of video display terminal\*. Ability to define problems, collect data, establish facts & draw valid conclusions; complete routine forms; write standard business correspondence; develop good rapport with residents/consumers.

(\*)Developed after employment.

**MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:**

Formal education in arithmetic that includes fractions, decimals & percentages; 3 mos. trg. or 3 mos. exp. in public relations; 3 mos. trg. or 3 mos. exp. in office practices & procedures; 1 course or 3 mos. exp. in interviewing.

-Or equivalent of Minimum Class Qualifications For Employment noted above.

**TRAINING AND DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT:**

Not applicable.

**UNUSUAL WORKING CONDITIONS:**

Not applicable.