### 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.

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<th>CLASSIFICATION SERIES:</th>
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<td>Supplemental Income Claims Processor</td>
<td>1721</td>
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<th>MAJOR AGENCIES:</th>
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<td>Mental Health</td>
<td>03/26/1990</td>
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### 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.
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.