**Benefit Program Specialist (Case Analyst) are accountable for their overall performance by ensuring completion of all required training.**

Maintains compliance by reviewing, adhering to and understanding the following:

* The DSS mission statement, vision, [Administrative Manual](https://dssintranet.mo.gov/personnel/manuals-and-forms/administrative-manual/chapter-2-personnel/), and Income Maintenance Policy Manual
* All policies, procedures, rules, and regulations (Federal, State, DSS)

Schedule sick and annual leave responsibly and do not abuse sick leave. This is accomplished by:

* Complying with established work schedules including arrival/departure times and meal/break periods unless prior supervisory permission is granted
* Managing absenteeism and vacation schedules to minimize negative effect on production and coverage

Professional Development and Training:

* Responsible for communicating Professional Development needs with Supervisor

Adhering to Key Performance Indicator’s (KPI) and Objectives by:

* Ensure production is consistently accurate and timely
* Ensuring day-to-day processes and procedures align with departmental goals and priorities
* Ensuring they maintain or exceed production goals developed for their assigned tasks/roles
* Monitoring your workday to ensure effective use of work time
* Actively participate in coaching conferences with supervisor upon receipt of readings that may contain errors or need follow-up

Compliance with disciplinary actions by:

* Ensuring any necessary follow-up on disciplinary plans and actions are completed and expectations are met
* Willingly accepts verbal and/or written direction including additional assignments and supervision from management. Willingly accepts constructive feedback and takes initiative to correct behavior

Excellent Customer Service is achieved by:

* Collaborating with your peers to develop the higher level understanding of your role
* Establishing a good rapport with internal and external customers
* Encouraging excellence, teamwork and unity among staff, peers, and other team members statewide
* Supporting an environment where co-workers are treated with courtesy, respect, and dignity
* Working as a team with peers and managers within FSD and other divisions
* Ensuring professionalism in all interactions and being a positive role model for staff
* Limits the use of personal distractions to assist with staying on task during work hours and is respectful of others by limiting personal conversations with co-workers
* When interviewing/assisting customers is able to explain and interpret agency policy/procedures/eligibility
* Understands the Customer Service structure including the role of the teams; when it is appropriate to transfer or escalate calls; and the production goals and exhibits ability to follow established phone procedures
* Uses state resources in compliance with all established policies and procedures
* Make contact with clients who have recently visited a Resource Center to get client feedback and make recommendations for improvement
* Review and respond to client inquiries received through customer surveys and other avenues such as live chat, website, etc. in a timely manner
* Resolve client complaints received via social media, direct contact, or legislature inquiries sent by the department by speaking directly to the client and processing cases to determine eligibility
* Communicate suggestions for improved customer experience for local management.
* Promote client education of processes and policies

Adhere to the state case review plan by:

* Following existing state case review plan protocols

Team meetings and Huddles:

* Actively participates in Team Meetings
* Demonstrates respectful attitude towards peers
* Asks appropriate and timely questions

Excellent Communication is achieved by:

* Regularly communicating to your Supervisor what is happening within your team; both positive and negative
* Escalating appropriate concerns to your Supervisor, i.e. threats, safety
* Regularly communicating goals, concerns, training needs, etc.

ENGAGE:

* Respond to Outlook invitations notifying of ENGAGE meetings
* Provide upward feedback
* Receive constructive feedback in a positive manner to promote professional growth
* Actively engage in conversation and be prepared with questions and concerns for your supervisor

Professionalism is achieved by:

* Supporting an environment where customers, peers and management are treated with respect and dignity
* Working as a team with peers and managers within FSD and other divisions
* Ensuring professionalism in all interactions and being a positive role model for peers
* Demonstrating the ability to handle/diffuse intense situations in a calm, reasonable, and professional manner

Other duties as assigned:

* Willingly seeks and accepts additional or alternate assignments and complete within designated specifications and timeframes
* Ensure timely and correct scanning of documents received either through the Customer Service Center, Resource Center, or Postal Mail

Signature:

Date: