

# County of Santa Cruz

INVITES YOU TO APPLY FOR:



## HUMAN SERVICES DATA APPLICATIONS MANAGER

Supplemental Questionnaire Required

Promotional Only

Job # 24-UU6-01

Salary: \$8,046 – 10,786 / Month

Closing Date: Friday, April 19, 2024

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### County Equity Statement

*Equity in action in Santa Cruz County is a transformative process that embraces individuals of every status, providing unwavering support, dignity, and compassion.*

*Through this commitment, the County ensures intentional opportunities and access, fostering an environment where everyone can thrive and belong.*

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**THE JOB:** Under direction, to plan and coordinate the development, implementation and maintenance of automated eligibility, social services and employment training data systems; to supervise and direct the work of technical and clerical support staff; and to do other work as required. **The list established will be used to fill the current vacancy and it may also be used to fill other vacancies during the life of the eligible list.**

**The option for remote work may be available based on the type of work and operational needs, upon successful completion of probation.**

**THE REQUIREMENTS:** Any combination of training and experience that would provide the required knowledge and abilities is qualifying. A typical way to obtain these knowledge and abilities would be:

Three years of public assistance experience, which provides an in-depth knowledge of an automated public assistance delivery system from a user's perspective, including one year of experience in an administrative or supervisory capacity.

**Knowledge:** Working knowledge of Federal and State income maintenance and related public assistance programs, legislation and regulations; the application of data processing to income maintenance and service program operations; the functions and services provided by a social services agency; the principles and practices of supervision and training; and complex automated record keeping systems. Some knowledge



of the principles and methods of systems and procedures analysis and design; and program budgeting and fiscal management.

**Ability to:** Understand, interpret, explain and apply complex regulations, laws and directives pertaining to Assistance Programs; plan, organize and participate in the development of automated systems from a user's perspective; analyze problems and solutions and adopt effective courses of actions; supervise the work of subordinate staff; establish and maintain effective working relationships; prepare and present technical reports and recommendations; develop detailed user-documentation and program manuals; and train others to use automated information systems.

**THE EXAMINATION:** Your application and supplemental questionnaire will be reviewed to determine if you have met the education, experience, training and/or licensing requirements as stated on the job announcement. If you meet these criteria and are one of the best qualified, you may be required to compete in any combination of written, oral and/or performance examinations or a competitive evaluation of training and experience as described on your application and supplemental questionnaire. You must pass all components of the examination to be placed on the eligible list. The examination may be eliminated if there are ten or fewer qualified applicants. If the eligible list is established without the administration of the announced examination, the life of the eligible list will be six months and your overall score will be based upon an evaluation of your application and supplemental questionnaire. If during those six months it is necessary to administer another examination for this job class, you will be invited to take the examination to remain on the eligible list.

**HOW TO APPLY:** Apply online at [www.santacruzcountyjobs.com](http://www.santacruzcountyjobs.com) or mail/bring an application and supplemental questionnaire to: Santa Cruz County Personnel Department, 701 Ocean Street, Room 510, Santa Cruz, CA 95060. For information, call (831) 454-2600. Hearing Impaired TDD/TTY: 711. Applications will meet the final filing date if received: 1) in the Personnel Department by 5:00 p.m. on the final filing date, 2) submitted online before midnight of the final filing date.

**Women, people of color and people with disabilities are encouraged to apply. If you have a disability that requires test accommodation, please call (831) 454-2600.**

To comply with the 1986 Immigration Reform and Control Act, Santa Cruz County verifies that all new employees are either U.S. citizens or persons authorized to work in the U.S.

Some positions may require fingerprinting and/or background investigation.

**HUMAN SERVICES DATA APPLICATIONS MANAGER**  
**SUPPLEMENTAL QUESTIONNAIRE**

The supplemental questions are designed specifically for this recruitment. Applications received without the required supplemental information will be screened out of the selection process. Employment experiences referred to in your response must also be included in the Employment History section of the application.

**NOTE: Please answer the question(s) below as completely and thoroughly as possible, as your answer(s) may be used to assess your qualifications for movement to the next step in the recruitment process.**

1. Describe a specific work experience that demonstrates your working knowledge of the capabilities and limitations of Hardware and Software systems. Include your level of responsibility and the type of records (cases, correspondence, reports, documents, publications, etc.) with which you worked.
2. Describe your experience managing or supervising staff. Please provide specifics on size of staff and staff titles/areas of responsibility.

**EMPLOYEE BENEFITS:**

**VACATION** – 16 days 1<sup>st</sup> year, increasing to 31 days per year after 15 years of service. Available after 1 year of service.

**ADMINISTRATIVE LEAVE** – One week advanced upon appointment; two weeks accrued each year; can be taken in cash or time off.

**HOLIDAYS** – 14 paid holidays per year.

**SICK LEAVE** – Six days per year.

**BEREAVEMENT LEAVE** – 3 days paid in California, 5 days paid out-of-state.

**MEDICAL PLAN** – The County contracts with CalPERS for a variety of medical plans. For most plans, County contributions pay a majority of the premiums for employees and eligible dependents.

**DENTAL PLAN** – County pays for employee and eligible dependent coverage.

**VISION PLAN** – The County pays for employee coverage. Employee may purchase eligible dependent coverage.

**RETIREMENT AND SOCIAL SECURITY** – Pension formula 2% at age 60 or 2% at age 62 as determined based on provisions of the CA Public Employees' Pension Reform Act of 2013(PEPRA). Pension benefit determined by final average compensation of three years. County participates in Social Security.

**LIFE INSURANCE** – County paid \$50,000 term policy. Employee may purchase additional life insurance.

**LONG TERM DISABILITY PLAN** – Plan pays 66 2/3% of the first \$13,500, up to \$9,000 per month maximum.

**DEPENDENT-CARE PLAN** – Employees who pay for qualifying child or dependent care expenses may elect this pre-tax program.

**H-CARE PLAN** – Employees who pay a County medical premium may elect this pre-tax program.

**HEALTH CARE FLEXIBLE SPENDING ALLOWANCE (HCFSA)** – Employees may elect this pre-tax program to cover qualifying health care expenses.

**DEFERRED COMPENSATION** – A deferred compensation plan is available to employees.

**Note: Provisions of this bulletin do not constitute an expressed or implied contract.**

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[www.santacruzcountyjobs.com](http://www.santacruzcountyjobs.com)