



County of Santa Cruz

Invites you to apply for:

BENEFITS REPRESENTATIVE SUPERVISOR



Open and Promotional

Salary: \$6,543 – 8,241 / Month

Closing Date: Friday, October 3, 2025

SUPPLEMENTAL QUESTIONNAIRE REQUIRED

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.



Live here, Work here, Play here

www.santacruzcountyjobs.com

THE POSITION:

Imbedded within the Fair Hearing Unit in Program Integrity, the primary function will be to complete case reviews for pending Fair Hearing requests across most EBSD programs. This task includes: contacting clients, representing the County in General Assistance (GA) Hearings, writing Statements of Position (GA only), mailing correspondence to clients and making case corrections, when required. Significant data entry into CalSAWS and other Fair Hearings databases, such as ACMS and the FH Database, to ensure accurate reporting data. Reports directly to the Fair Hearing Officer and completes other related work as required. There are no Benefit Representatives that require supervision in this unit. The position is based out of 1020 Emeline Avenue, with the option to work at 500 Westridge Drive utilizing drop-in space. **The list established from this recruitment will be used to fill the current vacancy and any future vacancies during the life of the list.**

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:

Two years of experience at a level equivalent to Benefits Representative in the Santa Cruz County system which would demonstrate application or possession of the knowledge and abilities listed below. Training in supervisory techniques or supervisory experience is highly desirable.

KNOWLEDGE:

Thorough knowledge of the procedures involved in eligibility determination; the principal sources of information necessary to establish eligibility for public assistance; interviewing techniques for obtaining factual information; the department's computerized record keeping systems; and the technology applications used by the department. Working knowledge of the basic regulations governing eligibility and grant determination for all public assistance programs; work organization and record keeping practices; common community resources; and the basic functions and services provided by a public social service agency. Some knowledge of the principles of supervision and training.

ABILITY TO:

Plan, assign, supervise and evaluate subordinate eligibility and clerical staff; effectively use data reports to oversee the work of subordinate staff; interpret, explain and apply complex regulations, directives and policies dealing with eligibility determination and program operation; analyze problem situations and adopt an effective course of action; establish priorities and schedule work to meet deadlines; evaluate unit operations and revise procedures and workflow as needed to improve efficiency; communicate clearly and effectively in oral and written form; establish and maintain effective working relationships with subordinates, departmental staff, and others contacted in the course of work; recognize and effectively handle personnel problems; and prepare reports and correspondence.

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 or mail/bring an application and supplemental questionnaire to: Santa Cruz County Human Resources 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 Human Resources 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.

BENEFITS REPRESENTATIVE SUPERVISOR – 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 your work experience as it relates to determining eligibility for CalFresh, Medi-Cal, CalWORKS, and General Assistance. Include your techniques for obtaining factual information.
- 2) Describe your experience working with challenging clients in person and by phone. Be specific about your role, the situation, and the outcome.
- 3) Describe your work experience using Microsoft and other computer applications/systems used in determining eligibility for public assistance programs. Include the type of functions you performed and your level of proficiency.

EMPLOYEE BENEFITS:

ANNUAL LEAVE - 22 days first year, increasing to 37 days after 15 years of service. Available for vacation and/or sick leave.

HOLIDAYS - 14 paid holidays 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 - County pays for employee coverage. Employee may purchase eligible dependent coverage.

RETIREMENT - 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 \$20,000 term policy. Employee may purchase additional life insurance.

DISABILITY INSURANCE - Employees in the General Representation Unit participate in the State Disability Insurance (SDI) program. This program is funded 100% by employee payroll deductions.

DEPENDENT-CARE PLAN - Employees who make contributions for child or dependent care may elect to have their contributions made utilizing "pre-tax dollars."

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.

AM/mg9/25

