

Substitution: Two years of additional qualifying experience may be substituted for the required education.

Special Requirements: License: Possession and maintenance of a valid California Class C Driver License.
Background Investigation: Fingerprint check.

Knowledge: Thorough knowledge of Federal, State and local regulations governing public assistance eligibility programs; and the principles, practices, policies and procedures of assigned program(s) supported by human services data applications and systems. Working knowledge of Human services data

applications and related State and local automated programs from a user perspective; record keeping and reporting methods; and County/Department standard office automation software.

Ability to: Understand and apply rules, regulations, policies and legislation; stay current on new program regulations and legislation and assist with determining the impact of regulatory change on the supporting system; assess and resolve system use and application problems and follow through to resolution; evaluate and interpret automated information systems from a user perspective; identify, evaluate and research computer system operational problems; train and instruct individuals and groups on the use of the human services data applications and systems; communicate clearly and concisely, both verbally and in writing; communicate effectively with system users and explain data applications concepts to non-technical staff; read and comprehend written material on a wide variety of technical subjects; work cooperatively and effectively with other staff members, customers, vendors and contractors; prioritize multiple tasks; work independently and as a team; use good judgment and work with minimal direction; gain a basic familiarity with the operating systems and general office software commonly utilized in the department; and learn basic principles and practices of system configuration and hardware and network connectivity.

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 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, minorities 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 SPECIALIST– 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 customer service training and experience. Please include any relevant case management systems experience.

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.

County of Santa Cruz

www.santacruzcountyjobs.com

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