



Benefit Programs Specialist II #00734

City of Virginia Beach – Job Description

Date of Last Revision: November 10, 2025

FLSA Status: Non-Exempt

Pay Plan: General

Grade: 22

City of Virginia Beach Organizational Mission and Values

The City of Virginia Beach exists to enhance the economic, educational, social, and physical quality of the community and provide sustainable municipal services which are valued by its citizens.

The City of Virginia Beach organization is based upon a belief in the democratic process of government. This belief provides meaningful ways for citizens, reflecting the diversity of our City, to contribute to the development of public policy. This process is enhanced by organizational values which guide member performance within the Virginia Beach Quality Service System. These values define our desired organizational culture. We value quality customer service; teamwork; leadership and learning; integrity; commitment; and inclusion and diversity.

Class Summary

Perform tasks related to the determination of eligibility for benefit programs; implement effective caseload management techniques; assess the customer's need for services; participate in staff and program development; and serve as a lead worker within a unit.

Representative Work Functions and Responsibilities

- Conduct face-to-face interviews with customers to determine eligibility for benefit programs using strong interpersonal skills and established interviewing techniques.
- Assess customer needs, make appropriate referrals and coordinates services available from other programs.
- Provide guidance and direction in crisis situations.

- Appropriately defuse emotions and foster customer readiness to use available services and pursue self-sufficiency.
- Collect, organize, evaluate, and verify documentation and data to determine eligibility for eligibility benefit programs.
- Interpret and apply complex federal, state, and local policies.
- Provide leadership to the unit by assisting in supervisory functions including training of new staff, while modeling a high standard of performance.
- Conduct presentations to community groups to increase public awareness of agency programs.
- Maintain and update appropriate records and management reports using computer skills and documentation.
- Schedule activities, establish priorities and comply with deadlines using effective time management and organizational skills.
- Participate in appropriate training sessions to enhance job performance.
- Perform other job duties requiring skills, knowledge and physical requirements as demanded by those duties described or less. Individual assignments will be determined by the supervisor based on the current workloads and department needs.

Performance Standards

- Conduct interviews in a professional manner and maintain follow-up contact with customers.
- Appropriately evaluate and verify information obtained and apply federal, state, and local policies and procedures within prescribed time frames with a minimal number of errors, overdue applications, and case reviews.
- Appropriately assess customer problems and accurately make referrals for other services in a timely manner.
- Document case findings accurately to reflect customer's situation and to substantiate verification of all eligibility factors.
- Initiate and update data in multiple computer systems accurately and in a timely manner.
- Establish activities and priorities appropriately.
- Maintain current records and management reports which reflect an accurate accounting of caseload responsibility.
- Appropriately utilize and apply training received.
- Maintain up-to-date multiple program manuals on policies and procedures.
- Effectively assist the supervisor with training of staff and in making presentations to community groups.

- Effectively serve as a lead worker and carry out designated responsibilities professionally, accurately and in a timely manner.

Minimum Qualifications

Requires a Bachelor's degree in human services, business administration, accounting, or a related field and two (2) years of experience as an Eligibility or other Social Services Benefits Worker determining eligibility for SNAP, TANF, Families and Children Medicaid, and/or Aged, Blind, or Disabled Medicaid; OR any combination of education (above the high school level) and/or experience equivalent to six (6) years in fields utilizing the required knowledge, skills, and abilities.

Special Requirements

- All employees may be expected to work hours in excess of their normally scheduled hours in response to short-term department needs and/or City-wide emergencies.
- Alpha I Status: Positions within this class have been designated as Alpha I positions requiring employees to work during inclement weather, regardless of the City's operational status.

Working Conditions

Working conditions are intended to provide a general overview of the environmental conditions inherent in the job setting, as well as the physical, mental, and sensory requirements necessary to perform the essential functions of positions in the noted job title. A more detailed description will be made available at the position (PCN) level both internally and externally with all posted open positions.

NOTE: Per HR Policy 6.19, Americans with Disabilities, the City follows the requirements of the Americans with Disabilities Act (ADA) in all hiring and employment decisions. The City shall not discriminate on the basis of disability in its hiring and employment practices. The City shall make reasonable accommodations for the known physical or mental limitations of a qualified applicant or employee with a disability upon request unless the accommodation would cause an undue hardship on the operation of the City's business.

DISCLAIMER:

This description is intended to indicate the kinds of tasks and levels of work difficulty that will be required of positions that will be given this title and shall not be construed as declaring what the specific duties and responsibilities of any particular position shall be. It is not intended to limit or in any way modify the right of any supervisor to assign, direct, and control the work of employees under his or her supervision. The use of a particular expression or illustration

describing duties shall not be held to exclude other duties not mentioned that are of similar kind or level of difficulty.