

**This is a position-specific recruitment for the HOWARD COUNTY DEPARTMENT OF SOCIAL SERVICES. The resulting list of eligibles will be used to fill this position/function only. Persons interested in future vacancies in the Office Supervisor classification will need to reapply.**

**RECRUITMENT FOR: OFFICE SUPERVISOR**

**SALARY: \$29,747 - \$46,235 Salary Grade: 11**  
Salary reflects Temporary Salary Reduction through 6/30/2010.

**LOCATION: Columbia, MD 21045**

**CLOSING DATE: Completed applications must be received in our office by 5:00 p.m., FRIDAY, MARCH 12, 2010.**

**HOW TO APPLY: Submit a completed State application (MS-100) titled: "Office Supervisor," Announcement # "10-1442-917" to:**

**Howard County Department of Social Services  
Cathy Wenzel  
7121 Columbia Gateway Drive  
Columbia, MD 21045**

**POSITION DUTIES:** This position provides program support and administrative assistance to the Howard County Office of the Operations Manager for the Family Investment Administration (FIA); manages all clerical and administrative functions, participates in the program planning process, and coordinates the administrative details; coordinates interagency transactions and liaisons with interdepartmental administrators and other intergovernmental agencies as needed; implements and monitors all administrative procedures within FIA; manages and coordinates the day-to-day functions and activities of all FIA clerical staff; acts as the Agency back up to the Security Monitor; oversees, tracks and monitors Electronic Benefit Transactions (EBT); tracks and supervises the Purchase of Care (POC) Invoice Processor, completing the supervisory sign-off for the POC payment files, overpayments, tracking and monitoring program; serves as Property Manager and maintains inventory of equipment, forms; develops the necessary management tools to track and report the status of customer intake and complaints.

**MINIMUM QUALIFICATIONS: Candidates must possess:**

**EDUCATION: Graduation from an accredited high school or possession of a high school equivalency certificate.**

**EXPERIENCE: Four years of experience performing clerical duties.**

**All applications and any information used to determine your eligibility must be received by 5 P.M. on March 12, 2010. You must be complete and accurate on your application.**

## NOTES:

1. Additional experience performing clerical duties may be substituted on a year-for-year basis for the required education.
2. Applicants may substitute education from an accredited college or university at the rate of thirty semester credit hours for one year of experience on a year-for-year basis for the required experience.
3. Six months clerical training with three courses in subjects such as keyboarding, clerical math, word processing, spreadsheets, database, graphics presentation, proofreading, or office etiquette may be substituted for six months of the required experience.

## APPLICATIONS:

Applications may be obtained by visiting our website at: **www.dhr.state.md.us**; by writing to DHR/Examination Services Unit, 311 West Saratoga Street, Baltimore, MD 21201; by visiting 311 West Saratoga Street, First Floor, Baltimore, MD; or by calling 410-767-7414, toll-free: 1-800-332-6347; TTY users call Maryland Relay Service 1-800-735-2258.

## QUALIFICATIONS:

You must possess the minimum and selective qualifications to be considered for this position. If you are scheduled to complete an educational or licensing requirement within six months of the assessment, you may participate in the examination process. Permanent Maryland State employees may also complete necessary experience requirements within six months of the date of the assessment. However, such candidates will appear in pending status on the eligible list until documentation has been received that the educational and/or experience requirements have been met. Credit may be given for relevant part-time, temporary, or volunteer experience, if you list the number of hours worked per week. For education obtained outside the U.S., you will be required to provide proof of the equivalent American education as determined by a foreign credential evaluation service. All information used to determine your qualifications must be submitted by the closing date. Therefore, be sure that you accurately and thoroughly complete the application.

## SELECTION PROCESS AND ASSESSMENT:

Please make sure that you provide sufficient information on your application (and on separate pages, if necessary) to show that you meet the qualifications for this recruitment. **All information concerning your qualifications must be submitted by the closing date. We will not consider information submitted after this date.** Successful candidates will be ranked as Best Qualified, Better Qualified, or Qualified and placed on the employment (eligible) list for at least one year.

The examination will consist of a rating of your education, training, and experience related to the requirements of the position. You may be required to complete a qualifications supplement, or the rating may be based on your application.

**Therefore, it is important that you provide complete and accurate information on your application. Report all experience and education that is related to this position.**

Issued: 2/10/1442/SW

## BENEFITS OFFERED TO MARYLAND STATE EMPLOYEES

✓ Medical/Health Insurance Plans:

**PPO Plans**

- CareFirst Blue Cross/Blue Shield PPO
- United Healthcare PPO

**POS Plans**

- CareFirst Blue Cross/Blue Shield MPOS
- Aetna Choice POS II
- United Healthcare Choice Plus POS

**EPO Plans**

- CareFirst Blue Cross/Blue Shield EPO
- Aetna Select EPO
- United Healthcare Select EPO

✓ Prescription Plan

✓ Dental Plans:

- United Concordia DPPO
- United Concordia DHMO

✓ Term Life Insurance Plan

✓ Personal Accidental Death and Dismemberment Plan

✓ Long Term Care Plan

✓ FREE Vision Plan

✓ Flexible Spending Accounts:

- Health Care Spending Accounts
- Daycare Spending Accounts

✓ State Retirement and Pension System

- Employees are vested in the pension system after five years of employment

Tax-deferred supplemental retirement savings plans:

- 457
- 403(b)
- 401(k)

✓ SECU Credit Union

✓ Direct Deposit

✓ Savings Bonds

✓ Maryland Prepaid College Savings Plans

✓ Paid Holidays: 11-12 per year

✓ Annual Leave

- Up to five years of service, 10 days earned per year
- Five to 10 years of service, 15 days earned per year
- 10-20 years of service, 20 days earned per year
- 20+ years of service, 25 days earned per year
- Employees may carry over up to 15 weeks of annual leave per year

✓ Personal Leave: Six days per year

✓ Sick Leave: 15 days per year, unlimited accrualment

✓ Compensatory Leave

✓ Military Leave

✓ Leave Bank and Employee-to-Employee Leave Donations

✓ Employee Assistance Program

✓ Flextime and Teleworking opportunities for some positions

\* Please note that the benefit information provided pertains to full-time, permanent employees. Health benefits coverage is available to qualified domestic partners. All benefits apply to part-time employees who work at least 50%, although leave is prorated based on number of hours worked. Contractual employees may enjoy some of these benefits.