STATE OF SOUTH CAROLINA  
Department of Health and  
Human Services  
1801 Main Street, Suite 224  
Columbia, SC 29201

INVITES APPLICATIONS FOR THE POSITION OF:  
Program Manager I, Charleston Processing Center

An Equal Opportunity Employer

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OPENING DATE: 05/24/19  
CLOSING DATE: 06/07/19 05:00 PM

JOB TITLE: Program Manager I, Charleston Processing Center  
CLASS CODE: AH45

POSITION NUMBER: 60018010  
SLOT NUMBER:

STATE SALARY RANGE:  
$48,622.00 - $89,956.00 Annually  
AGENCY HIRING RANGE - MIN: $48,622.00  
AGENCY HIRING RANGE - MAX: 65,000

LOCATION: Charleston County, South Carolina

JOB TYPE: FTE - Full-Time

NORMAL WORK SCHEDULE: Monday - Friday (8:30 - 5:00)

RESIDENCY REQUIREMENT:  
RESIDENCY REQUIREMENT SPECIFICS (IF ANY):

AGENCY SPECIFIC APPLICATION PROCEDURES:  
All applicants must apply online.

JOB RESPONSIBILITIES:

Under the direct supervision of the Assistant Deputy Director of Eligibility, Enrollment, and Member Services (EEMS) Processing Center Operations, serves as a Program Manager I for an Eligibility Processing Center. Provides leadership and direction to processing center staff. Responsible for timely and accurate eligibility decisions, delivery of services, and customer service. Supports the achievement of performance and operational success for the processing center.

- Performs fundamental supervisory and leadership functions in accordance with Department policies and procedures, best practices and Federal and State rules and
regulations, especially with regard to Equal Employment Opportunity Commission (EEOC) standards. Maintains an effective organizational team and motivates diverse staff to accomplish mission critical operations and objectives. Promotes workforce engagement.

- Along with agency executive management identifies and oversees operational standards, performance and quality goals, priorities, and operating procedures for high volume processing center within the division of EEMS responsible for Medicaid application processing. Provides effective and clear communication of individual and team performance standards to staff. Manages to the achievement of performance and quality standards. Continuously reviews business processes to ensure customer service levels are met and identifies opportunities to improve and/or streamline work processes.
- Directs processing center operations to ensure office staff eligibility decisions are compliant with agency Medicaid Eligibility Program Policy and Procedures and State and Federal laws and regulations. Ensures the timeliness and accuracy standards are met by all teams and staff within the Processing Center. Ensures the daily operations of the processing center are designed for maximum efficiency and effectiveness. Ensures that incentives are applied, supervisors are counseled on appropriate schedule, and issues of conduct or performance are addressed appropriately. Responsible for identifying any issues with office space and reporting those issues as appropriate.
- Attends meetings and training sessions as required. Ensures staff attends and successfully completes all training. Makes and keeps schedules, completes tasks timely, and reports to work timely. Assists the Assistant Deputy Director of EEMS Processing Center Operations with special projects. Performs other duties as assigned by supervisor. Oversees the budget for the Processing Center. Coordinates with the appropriate staff to proactively track budgets. Provides financial updates and reports budgetary information to the Assistant Deputy Director of EEMS Processing Center Operations and/or Deputy Director of EEMS.

MINIMUM AND ADDITIONAL REQUIREMENTS:

A bachelor's degree and at least four (4) years of experience in management and leadership roles, directly responsible for program outcomes and creating solutions for improved performance. Knowledge of human services programs. An equivalent combination of education and experience may be considered with prior State Human Resources approval.

Must have and maintain valid driver's license.

Additional Position Requirements:

- Lifting requirements: 20 lbs.
- Occasional overnight travel.
- Overtime and/or weekend work with Deputy approval.
- Required to drive routinely.
- Sitting or standing for long periods of time.

PREFERRED QUALIFICATIONS:

- Must be able to make frequent independent decisions, work independently, and use discretion with limited supervision.
- Must be able to utilize relevant data to manage staff to operational objectives.
- Must be able to set operational objectives and evaluate progress toward those objectives on a routine basis.
- Experience managing diverse staff.
- Experience managing teams to successful outcomes.
Knowledge of the Medicaid program or case processing.
Knowledge of relevant laws, regulations, policies, and procedures.
Ability to exercise good judgment and discretion.
Ability to establish and maintain good working relationships.
Ability to effectively manage time and prioritize tasks and projects with competing and/or shifting deadlines.
Must be able to lead and manage a diverse staff.
Ability to communicate and collaborate with staff from different levels of the workforce.

ADDITIONAL COMMENTS:

Please complete the State application to include all current and previous work history and education. **A resume will not be accepted nor reviewed to determine if an applicant has met the qualifications for the position. Supplemental questions are considered part of your official application for qualification purposes.** All applicants must apply online. All correspondence from the Office of Human Resources will be through electronic mail.

This position is located in **Eligibility, Enrollment and Member Services Processing Center, Charleston County.**

*The South Carolina Department of Health and Human Services is committed to providing equal employment opportunities to all applicants and does not discriminate on the basis of race, color, religion, sex (including pregnancy, childbirth or related medical conditions, including, but not limited to lactation), national origin, age (40 or older), disability or genetic information.*

careers.sc.gov
1801 Main Street, Suite 224
Columbia, SC 29201

Program Manager I, Charleston Processing Center Supplemental Questionnaire

* 1. The responses you provide to these Supplemental Questions will be used in combination with your application to determine whether you meet the minimum qualification requirements. Failure to provide detailed and complete information may result in your application being rejected. Any misrepresentation or omissions will result in your disqualification from employment and/or termination. When applying for this position, I understand that I must thoroughly complete the Education and Work Experience sections of my application and the Supplemental Questions. Please do not submit a resume in place of completing the Education, Work History and Supplemental Questions. This includes a detailed description of each position that I feel qualifies me for the job I am seeking. I have read the above statement and understand that failure to provide sufficient detailed information may result in my application being rejected. I also understand that I may not submit resumes in lieu of filling out the application or answering the Supplemental Questions. I acknowledge that I have read, understand and agree with the above.

☐ Yes ☐ No

* 2. If selected to be hired for this position, are you willing to accept a salary within the posted range of $48,622- $65,000?

☐ Yes ☐ No

* 3. What is your highest level of education achieved?

☐ Doctorate Degree
☐ Master's Degree
☐ Bachelor's Degree
☐ Associate's Degree
* 4. Please check the box that reflects the overall number of years of work experience you have in management and leadership roles, directly responsible for program outcomes and creating solutions for improved performance.

- No Experience
- Less than 1 year
- 1 to 2 years
- 2 to 3 years
- 3 to 4 years
- 4 to 5 years
- 5 or more years

* 5. Please explain your relevant work experience you have in management and leadership roles, directly responsible for program outcomes and creating solutions for improved performance.

* 6. Do you have knowledge of human services programs?

- Yes
- No

* 7. Do you have a valid drivers license?

- Yes
- No

* 8. Please provide your driver's license number and state of issuance.

* 9. Have you ever been an employee of the SC Department of Health and Human Services? If yes, please list the department and your supervisor.

* 10. Have you ever been employed with the State of South Carolina?

- Yes
- No

* 11. How did you hear about this position?

- SCDHHS Website
- careers.sc.gov
- Career Fair(s)
- Information Session(s)
- SCDHHS Employee
- Job Ad(s)
- Indeed.com
- Higher Education Resource(s)
- LinkedIn.com
- NAMD
- Careerbuilder.com
- SCHA (Hospitalcareers.com)
- Glassdoor.com

* 12. If you learned of this posting from a SCDHHS employee, please list his/her name.
13. What is your date of birth to include the year? (This information is gathered for the purposes of criminal record checks only and will not be forwarded to the hiring authority. The SCDHHS is an equal employment opportunity employer.)

* Required Question