

CLASS TITLE: ELIGIBILITY TECHNICIAN

Class Code: 02466200
Pay Grade: 21A
EO: E

CLASS DEFINITION:

GENERAL STATEMENT OF DUTIES: To perform eligibility determinations, both initial and continuing, for individuals applying for or receiving assistance payments; to assist applicants/recipients in knowing their rights and responsibilities, completing applications and securing supporting evidence in order to insure that complete and accurate information is obtained; to complete required forms and secure accompanying documentation; to provide expedited services to applicants meeting the eligibility criteria; to represent and explain departmental policy and actions at an agency fair hearing; and to do related work as required.

SUPERVISION RECEIVED: Works under the general supervision of a superior from whom assignments are received; work is reviewed in process and upon completion for conformance to established standards, rules and general policy.

SUPERVISION EXERCISED: Usually none.

ILLUSTRATIVE EXAMPLES OF WORK PERFORMED:

To perform eligibility determinations, both initial and ongoing for persons applying for cash, medical, food stamps, and for all related state and federal assistance programs.

To assist applicants/recipients in filling out applications, informing clients of their rights and responsibilities, and securing supporting evidence in order to insure that complete and accurate information is obtained.

To refer to social service personnel those applicants/recipients who express a need for service oriented functions.

To provide information to applicants/recipients and to other interested parties by mail, telephone or in-person, about laws, rules, regulations, policies/procedures, and eligibility requirements to ensure an understanding of available program benefits.

To conduct both office and field in-person interviews, both in-office and field, land in various community sites.

To prepare reoccurring and special reports, including simple statistical breakdowns.

To compose and send routine requests for information to applicants/recipients.

To utilize an automated database for case processing, including using the equipment and related routines in the performance of assigned duties.

To monitor assigned cases by contacting clients, other agencies and employers, and reviewing relevant records to ensure continuing eligibility for benefits.

To report suspected cases of child/elder abuse or neglect to appropriate authorities.

To do related work as required.

REQUIRED QUALIFICATIONS FOR APPOINTMENT:

KNOWLEDGES, SKILLS AND CAPACITIES: The ability to read, assimilate and apply federal and state law and regulations concerning initial and continuing eligibility requirements for all state and federal cash, medical and food stamp programs; the ability to conduct interviews; the ability to provide information in person, by telephone or by mail; the ability to deal with applicants/recipients and the public in a tactful and courteous manner, as well as co-workers; the ability to recognize an applicant/recipient's need for service oriented functions; the ability to follow written instructions and to complete eligibility

related forms and applications; the ability to prepare and submit special and reoccurring reports, including simple statistical breakdowns; the ability to recognize specific information from a mass of data; the ability to use a keyboard efficiently and effectively navigate an integrated automated database used for case processing and tracking; and related capacities and abilities.

EDUCATION AND EXPERIENCE:

Education: Such as may have been gained through: successful completion of two years of college; and

Experience: Such as may have been gained through: employment in a position utilizing decision-making skills based on a review and evaluation of information gained through interviews and/or completed records, and applying knowledge in a variety of practical situations.

Or, any combination of education and experience that shall be substantially equivalent to the above education and experience.

Class Revised: December 11,1994

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