

CLASS TITLE: SENIOR ELIGIBILITY TECHNICIAN

Class Code: 02466300

Pay Grade: 23A

EO: E

CLASS DEFINITION:

GENERAL STATEMENT OF DUTIES: To perform eligibility determinations, initial and continuing, for individuals applying for or receiving state and federal 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; provide expedited services to applicants meeting the eligibility criteria; represent and explain departmental policy and actions at hearings; to assist the supervisor in orientating new employees, reviewing case assignments, and in managing unit level reports and interface processing;; and to do related work as required.

SUPERVISION RECEIVED: Works under the general supervision of a superior from whom assignments are received, but with latitude for the exercise of initiative and independent judgement; work is reviewed upon completion for conformance to established standards, rules and general policy.

SUPERVISION EXERCISED: To serve as a lead worker in assisting the supervisor in acclimating new employees to the job duties managing unit reports and interfaces; reviewing of cases of eligibility technicians, and to perform other lead tasks as assigned.

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 service those cases that are error-prone and to assist the supervisor in reviewing cases of other eligibility technicians, and prepare written reports concerning results of a case reviews.

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 or procedures and eligibility requirements to ensure and understanding of available program benefits.

To conduct in person interviews both in-office and field, and 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 assist the supervisor in tracking approval statistics, case pending timeliness and interfaces for compliance and quality insurance.

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 mutually informative interviews using standard interviewing techniques and human relation skills; the ability to retain objectivity while dealing with clients who may be different or difficult to manage, and exercise sound judgement in analyses of a wide variety of applicant assistance situations, and to make prompt, correct decisions as directed by law or regulation; the ability to convey 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 and applicant/recipients' 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 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 or more; and

Experience: Such as may have been gained through: considerable full-time employment as an eligibility technician

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

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