



## POSITION AVAILABLE:

### Eligibility Specialist

**POSTING DATE:** Friday, December 2, 2022  
**DEADLINE TO APPLY:** Open Until Filled  
**DEPARTMENT:** Job & Family Services / Public Assistance  
**LOCATION:** Ravenna, OH  
**WORKING HOURS:** Monday – Friday, 8:00 a.m. – 4:00 p.m.  
**SALARY:** \$17.78/hour  
**FLSA STATUS:** Classified, non-exempt

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#### JOB OBJECTIVES:

Under the direct supervision of a JFS Supervisor, determine/re-determine eligibility and maintain programs/cases for those in need, including parents with children, low-income individuals and families, medically disabled individuals, and the elderly. These programs offer subsidized childcare, food, cash, and medical assistance.

#### MINIMUM QUALIFICATIONS:

Associate degree in Social Services, Human Development or Business-related field required. Must possess a valid Ohio driver's license and maintain continuing eligibility under the existing County driver eligibility standards.

#### EXAMPLE OF DUTIES:

Staff Call Center phones as needed and assigned between the hours of 8:00 a.m. and 4:00 p.m. or until the queue is cleared, whichever is later. Conduct face-to-face and phone interviews with individuals and/or families. Evaluate applications/re-applications to determine initial and/or on-going eligibility for all types of Public Assistance programs. Assist the individuals and/or families in meeting the goals of support services, the self-sufficiency contract, service plan, and/or reunification plan. Complete all paperwork/computer work/phone calls connected with obtaining and/or receiving all necessary verifications in assisting the applicant/recipient families. Process documents in accordance with guidelines to approve or deny applications, re-applications, process changes, benefit reductions, suspensions and terminations. Explain to families their program responsibilities and rights, refer families to other programs and/or agencies when appropriate. Enter and retrieve data in appropriate systems. Respond to all benefit related inquiries and correspondence from individuals/families and other agencies in a timely manner: Answering telephones, checking voicemail, checking e-mails, checking eligibility system, and seeing individuals who come to the agency. Prepare and maintain confidential case records. Maintain confidentiality of all client information according to policies.

#### HOW TO APPLY:

- **THE COUNTY APPLICATION FORM IS REQUIRED** WHEN APPLYING FOR THIS POSITION.
- APPLICATIONS CAN BE DOWNLOADED FROM THE COUNTY WEBSITE:  
<https://www.portagecounty-oh.gov/human-resources/pages/job-opportunities>
- APPLICATIONS CAN BE FAXED, EMAILED OR MAILED:

**PORTAGE COUNTY HUMAN RESOURCES**  
449 S. MERIDIAN STREET, 7<sup>th</sup> Floor  
RAVENNA, OHIO 44266  
EMAIL: [HRD@PORTAGECO.COM](mailto:HRD@PORTAGECO.COM) / FAX: 330-298-4504

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