

**PORTAGE COUNTY**  
**Job & Family Services**

**TITLE:** Eligibility Specialist

**DIVISION:** Public Assistance

**WORKING HOURS:** 8:00 a.m. to 4:30 p.m. Monday-Friday

**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 child care, food, cash and medical assistance.

**ESSENTIAL JOB FUNCTIONS:**

- 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.
- Draft routine correspondence concerning individuals/families, including notices, referrals, suspensions, reductions, terminations and/or denials as may be required.
- Receive and investigate complaints concerning lost, stolen or undelivered benefits.
- Enter and maintain digital imaging files.
- Demonstrate regular and predictable attendance.
- Operate a motor vehicle as needed to perform the essential functions.
- Keep current by reading and updating the various manuals and by reading other related policies and/or correspondence and attending trainings and meetings as assigned.
- Make home visits as necessary.

## NON-ESSENTIAL JOB FUNCTIONS:

- Attend workshops, meetings and seminars.
- May assist in training new employees.
- Perform other related Essential and Non-Essential functions as needed.

## I. JOB REQUIREMENTS

**Systems:** Ability to operate computers for data input and retrieval; proficiency in Microsoft Office, Outlook and Internet Explorer; knowledge of CRIS-E, OIES, SACWIS, OWCMS, SETS, Maximus Ledger Suite, MUNIS, MITS, BUY-IN, E-GATEWAY, E-QUIL, CCIDS, Time Force, Agency's Digital Imaging system and other systems as required by program area responsibility.

**Equipment:** Incumbent operates equipment such as, but not limited to, the following: personal computer, printer, calculator, multi-functional copier, fax machine and shredder.

**Competencies:** To perform the job successfully, an individual should demonstrate the following competencies in the position.

- Adherence to Agency Policies – Adhere to the rules of the agency (i.e. takes breaks/lunches when scheduled, clock in/out appropriately, conform to dress code policy).
- Attendance & Punctuality – Is consistently at work and on time; Arrive at meetings and appointments on time.
- Attitude & Demeanor – Exhibit a positive and supportive attitude, open and receptive to constructive feedback and direction, exhibit patience and able to control and regulate emotions.
- Communication Skills – Communicate clearly and informatively using multiple methods and forms of media. Present numerical data effectively.
- Customer Service – Manage difficult or emotional customer situations. Respond promptly and effectively to customer needs. Solicit customer feedback to improve service.
- Ethics – Treat people with respect. Keep commitments. Maintain confidentiality. Uphold organizational values. Work with integrity and maintain high standards of integrity.
- Independent Decision Making – Make correct decisions and stand behind decisions.
- Initiative – Volunteer readily. Undertake self-development activities. Seek increased responsibilities. Take independent actions and calculated risks. Look for and take advantage of opportunities. Ask for and offer help when needed.
- Interpersonal Skills – Focus on solving conflict, not blaming. Listen to others without interrupting. Keep emotions under control and use reason when dealing with emotional topics. Remain open to others' ideas and try new things.
- Professionalism – Approach others in a tactful manner. React well under pressure. Treat others with respect and consideration regardless of their status or position. Accept responsibility for own actions. Follow through on commitments; exercise common sense and good judgment about his/her appearance.
- Teamwork – Balance team and individual responsibilities to help accomplish work goals.

Exhibit objectivity and openness to others' views. Give and welcome feedback. Contribute to building a positive team spirit. Put success of team above own interests. Able to build morale and group commitments to goals and objectives. Support everyone's efforts to succeed.

- Time Management – Demonstrate the ability to prioritize assignments & effectively schedule time. Complete assignments on time, generate work in an allotted time, and complete work in an accurate and thorough manner.

**Job Standards:** Associate's 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.

## **II. DIFFICULTY OF WORK**

Work consists of varied, non-standardized tasks requiring the knowledge of established policies, rules, procedures, and laws.

## **III. RESPONSIBILITY**

Supervisor provides general guidance allowing for the planning of procedures and methods to attain objectives. Errors in work are detected within the office in which they occur, possibly affecting the work of others, and requiring expenditure of time to correct and could result in a client receiving incorrect assistance.

## **IV. PERSONAL WORK RELATIONSHIPS**

Incumbent has contacts with co-workers, other County employees, and with the general public. The purpose of these contacts is to coordinate departmental efforts internally and with other County departments and outside entities to help determine clients' eligibility for assistance.

## **V. PHYSICAL EFFORT AND WORK ENVIRONMENT**

### **Physical**

#### **Requirements:**

Incumbent performs sedentary work that may require lifting up to fifteen (15) pounds occasionally. Ability to operate a motor vehicle.

#### **Physical Activity:**

Incumbent performs the following physical activities: driving, talking, hearing and repetitive motions.

#### **Visual Activity:**

Incumbent performs work where the seeing job is close to the eyes.

#### **Job Location:**

Incumbent works inside with no exposure to adverse environmental conditions.

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