



## POSITION AVAILABLE:

### Eligibility Specialist

**POSTING DATE:** Thursday, June 17, 2021  
**DEADLINE TO APPLY:** Thursday, July 1, 2021

**DEPARTMENT:** Job & Family Services / Public Assistance  
**LOCATION:** Ravenna, OH

**WORKING HOURS:** Monday - Friday, 8:00 a.m. - 4:30 p.m.  
**SALARY:** \$17.47/hour  
**VACANCIES:** 1  
**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 child care, food, cash and medical assistance.

#### MINIMUM QUALIFICATIONS:

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.

#### 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.

For full job description, click [HERE](#).

#### 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: 330-298-4225

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