

**CLASS TITLE: ELIGIBILITY TECHNICIAN II (DHS – CALL CENTER)**

**Class Code: 02466201**

**Pay Grade: 24A**

**EO: E**

**CLASS DEFINITION:**

**GENERAL STATEMENT OF DUTIES:** Within the Department of Human Services (DHS) and at a significantly advanced level, to perform complex eligibility determinations for individuals applying for or receiving state and federal assistance payments for health and human service programs in a centralized DHS Call Center setting; to assist applicants/recipients in knowing their rights and responsibilities, completing applications and securing supporting evidence to ensure that complete and accurate information is obtained; to communicate basic and complex program, process, eligibility requirements and status to customers and advocates; and to do related work as required.

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

**SUPERVISION EXERCISED:** To serve as a lead worker by assisting the supervisor in acclimating new employees to the job duties; to manage unit assignments and completion of work in assigned queues; to review cases of Eligibility Technician I's, and to perform other lead tasks as assigned. May provide instruction to new employees in training.

**ILLUSTRATIVE EXAMPLES OF WORK PERFORMED:**

Within the Department of Human Services (DHS) and at a significantly advanced level, to perform complex eligibility determinations for individuals applying for or receiving state and federal assistance payments for health and human service programs in a centralized DHS Call Center setting.

To assist applicants/recipients in knowing their rights and responsibilities, completing applications and securing supporting evidence to ensure that complete and accurate information is obtained.

To communicate basic and complex program, process, eligibility requirements and status to customers and advocates.

To process and resolve complex applications from receipt to benefit issuance or denial for multiple health and human service programs.

To process new applications when proper conditions are met as well as to perform recertifications, interims, change reports, and other related functions.

To address and resolve cases that are error-prone.

To conduct interviews by phone that include, but are not limited to, the SNAP (Supplemental Nutrition Assistant Program) program.

To establish individuals' accounts to ensure they have active and functional access to electronic case records.

To communicate with DHS clients/customers remotely to facilitate their understanding of the programs and related requirements.

To perform scanning, indexing, registration, data collection using a task-management and lobby queueing system.

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

To provide information about laws, rules, regulations and policies/procedures to applicants/recipients and other interested parties to ensure an understanding of available program benefits.

To perform in-person interviews both in an office setting and in the field, including at various community sites, as assigned.

To compile reoccurring and special reports, including statistical breakdowns, and to assist a supervisor in tracking approval statistics and timeliness of pending cases for compliance and quality assurance purposes.

To compose and send correspondence and requests for information to applicants/recipients.  
To appear at hearings to explain departmental policies, procedures, protocols and actions.  
To serve as a lead worker by assisting a supervisor in acclimating new employees to the job duties.  
To manage unit assignments and completion of work in assigned queues.  
To provide support, guidance and coaching to Eligibility Technician I's.  
To follow and adhere to standard unit procedures and protocols in the performance of assigned duties.  
To provide courteous, effective and efficient assistance to customers seeking assistance through the receipt and processing of inbound calls to a Call Center.  
To participate in group projects and special assignments as assigned.  
To review and 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 abuse or neglect to appropriate authorities.  
As assigned, to work in and cover a front office/lobby-based assignment at a DHS location and to meet with and provide guidance to clients/customers.  
To perform related work as required.

## **REQUIRED QUALIFICATIONS FOR APPOINTMENT:**

**KNOWLEDGE, SKILLS AND CAPACITIES:** An advanced ability to read, understand, interpret and apply federal and state laws and regulations concerning initial and continuing eligibility requirements for state and federal health and human service programs; the ability to conduct mutually-informative interviews using standard interviewing techniques and human relations skills; the ability to accurately process applications for all health and human service programs from start to issuance or denial within average processing times in a system; the ability to retain objectivity while assisting clients who may be different or difficult to manage; knowledge of Windows Operating Systems, usage of a personal computer (PC) and standard desktop office tools; to exercise sound judgement in analyses of a wide variety of applicant assistance situations; to make prompt, correct decisions as direct by laws or regulations; the ability to accurately and clearly convey information verbally and in writing; the ability to deal with applicants, recipients, the public and co-workers in a tactful and courteous manner; the ability to recognize applicants' and recipients' needs for service-oriented functions; the ability to follow verbal and written instructions; the ability to accurately complete eligibility-related forms and documents; the ability to prepare and submit special and reoccurring reports including 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; the ability to work directly with the public by phone, in person and at off-site locations; the ability to maintain work behaviors that conform to departmental standards of professionalism; and related capacities and abilities.

## **EDUCATION AND EXPERIENCE:**

**Education:** Such as may have been gained through: successful completion of two years of college with a concentration in social services; and

**Experience:** Such as may have been gained through: a minimum of eighteen (18) months of employment as a DHS Eligibility Technician I, successful completion of an employee performance assessment and training program as outlined by management.

Class Created: October 14, 2018