



Office of Human Resources Eligibility Technician Lead - CA2667

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General Statement of Duties

Performs regularly assigned lead work duties over eligibility technicians including providing on-the-job training and technical support, monitoring work, ensuring accurate application of program rules and regulations, and identifying areas for process improvement in order to support the eligibility team.

Distinguishing Characteristics

This classification performs permanently assigned lead work duties over eligibility technicians. It is distinguished from the Eligibility Technician II classification that conducts interviews to determine initial and on-going financial eligibility for public assistance programs. This classification is also distinguished from the Eligibility Specialist that performs advanced level eligibility work that involves extensive client interaction and resolving complex eligibility issues.

There are four classifications in the eligibility series. The Eligibility Technician I is an entry level classification. The Eligibility Technician II classification performs full performance eligibility work and the Eligibility Specialist classification performs advanced level eligibility work. The Lead Eligibility Technician performs permanently assigned lead work over eligibility technicians.

Level of Supervision Exercised

Performs regularly assigned lead work over Case Management Coordinator I and Case Management Coordinator II positions.

Essential Duties

Performs lead work duties over lower level case management coordinators, maintains a thorough and updated knowledge of all public assistance programs, interprets and explains rules and regulations to staff, and provides assistance with managing team workloads.

Provides on-the-job training, mentors new and established employees, and collaborates with the training unit on course content, materials, and claims review.

Monitors work activity on caseloads to ensure that cases are clearly and thoroughly documented, reviews and analyzes case records and reports for completeness and accuracy, identifies compliance and production problems, and recommends and implements process improvements.

Assists eligibility technicians with processing and determinations of difficult and/or complex cases and acts as an arbitrator when problems occur between applicants/clients and employees.

Reviews unit procedures, assists in the development or revision of needed procedures, and troubleshoots system errors within the state computer system.

Maintains current knowledge of the Colorado Benefits Management System, programs, policies, and community resources and adjusts work processes to ensure accurate provision of benefits.

Develops or modifies work plans, methods, and procedures, determines work priorities, and develops work schedules to provide adequate staff coverage.

Provides work instruction and assists employees with difficult and/or unusual assignments.

Assigns and distributes work, reviews work for accuracy and completeness, and returns assignments with recommendations for proper completion.

Resolves problems encountered during daily operations and determines appropriate solutions.

Contributes to the development of performance goals, documents performance, provides performance feedback, and provides information to inform the formal performance evaluation.

Responds orally to informal grievances and relays information to the supervisor.

Documents situations which may be cause for disciplinary action and provides this information to the supervisor.

Performs other related duties as assigned.

Any one position may not include all of the duties listed. However, the allocation of positions will be determined by the amount of time spent in performing the essential duties listed above.

Competencies

Attention of Detail – Is thorough when performing work and conscientious about attending to detail.

Decision Making - Specifies goals and obstacles to achieving those goals, generates alternatives, considers risks, and evaluates and chooses the best alternative in order to make a determination, draw conclusions, or solve a problem.

Interpersonal Skills – Shows understanding, friendliness, courtesy, tact, empathy, cooperation, concern, and politeness to others and relates well to different people from varied backgrounds and different situations.

Reading – Understands and interprets written material, including technical material, rules, regulations, instructions, reports, charts, graphs, or tables; applies what is learned from written material to specific situations.

Writing – Writes in a clear, concise, organized, and convincing manner for the intended audience.

Working with People - Shows respect for the views and contributions of other team members. Shows empathy, listens, supports, and cares for others, and reconciles conflict.

Knowledge & Skills

Knowledge of interviewing techniques sufficient to be able to elicit information.

Skill in independently adapting, interpreting, and applying written guidelines, precedents, and standardized work practices to a variety of unprecedented or problematic situations.

Education Requirement

Associate's Degree.

Experience Requirement

Two (2) years of experience determining eligibility for public assistance programs.

Education & Experience Equivalency

One (1) year of the appropriate type and level of experience may be substituted for each required year of post-high school education.

Additional appropriate education may be substituted for the minimum experience requirements.

Licensure & Certification

None

Working Environment

Subject to many interruptions.

Level of Physical Demand

1-Sedentary (0-10 lbs.)

Physical Demands

(Physical Demands are a general guide and specific positions will vary based on working conditions, locations, and agency/department needs.):

Sitting: remaining in the normal seated position.

Handling: seizing, holding, grasping, or otherwise working with hand(s).

Fingering: picking, pinching, or otherwise working with fingers.

Talking: expressing or exchanging ideas by means of spoken words.

Hearing: perceiving the nature of sounds by the ear.

Repetitive motions: making frequent movements with a part of the body.

Eye/hand/foot coordination: performing work through using two or more.

Near Acuity: ability to see clearly at 20 inches or less.

Depth Perception: ability to judge distances and space relationships.

Field of Vision: ability to see peripherally.

Color Vision: ability to distinguish and identify different colors.

Lifting: raising or lowering objects weighing no more than 10 pounds, from one level to another.

Background Check Requirement

Criminal Check

Employment Verification

Education Check

Assessment Requirement

None

Probation Period

Six (6) months.

Class Detail

Pay Grade: A-615

FLSA Code: N

Established Date: 9/21/2018

Established By: LS

Revised Date:

Revised By:

Class History: