



Office of Human Resources  
Eligibility Specialist - CA2666  
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### General Statement of Duties

Performs advanced level eligibility work that involves extensive client interaction, responds to situations or programmatic issues that are complex, and maintains current information on programs and resources including federal, state, county and community resources.

### Distinguishing Characteristics

This classification performs advanced level eligibility work that involves extensive client interaction and resolving complex eligibility issues.

This classification is distinguished from the Eligibility Technician II classification that conducts interviews to determine initial and on-going financial eligibility for public assistance programs. The Eligibility Specialist is distinguished from the Lead Eligibility Technician that performs permanently assigned lead work duties over Eligibility Technician I and IIs including providing on-the-job training, monitoring work, ensuring accurate application of program rules and regulations, and identifying areas for process improvement.

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.

### Essential Duties

Assists clients in application for public assistance programs and determines appropriate services/programs to meet the needs of clients by conducting eligibility interviews, researching and evaluating all necessary information such as family members and relationships, financial status, and income resources.

Reviews and interprets legal documents provided by the client such as court documents/orders, property transactions, trusts, annuities, life insurance policies, financial transactions, and transfers of resources in order to determine eligibility for public assistance programs.

Acts as an eligibility determination subject matter expert for the total array of programs and services available to clients and serves as a resource to eligibility staff by assisting staff with difficult/complex cases, formulating approaches to address issues/problems, and briefing supervisors/managers on reoccurring concerns and issues.

Serves as a community resource specialist for clients and refers clients to internal and/or external services and services providers.

Determines initial and on-going eligibility for public assistance programs in accordance with federal, state, and county rules and regulations, approves and issues benefits, and facilitates entry into community based programs.

Records client information, enters and updates information into complex state and county computer systems, and responds to inquiries about case records for administrative state hearings, federal reviews, fraud investigations, and federal and state program management and evaluation.

Monitors changes in client's status, contacts clients to verify changes, and makes appropriate adjustments to eligibility and support payments.

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

**Customer Service** – Interacts with customers in a friendly and professional manner, works to resolve issues quickly and effectively, and is knowledgeable about products and services.

**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.

**Oral Communication** – Expresses information to individuals or groups effectively; taking into account the audience and nature of the information; makes clear and convincing oral presentations; listens to others, attends to nonverbal cues and responds appropriately.

**Problem Solving** – Identifies problems; determines accuracy and relevance of information; uses sound judgment to generate and evaluate alternatives, and to make recommendations.

**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.

### **Knowledge & Skills**

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

### **Level of Supervision Exercised**

None

### **Education Requirement**

Associate's Degree.

### **Experience Requirement**

Two (2) years of experience determining eligibility for a variety of 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.  
Subject to long irregular hours.  
Pressure due to multiple call and inquiries.

**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.):

Color vision: Ability to distinguish and identify different colors.  
Depth Perception: Ability to judge distances and space relationships.  
Eye/Hand/Foot Coordination: Performing work through using two or more body parts or other devices.  
Field of Vision: Ability to sharply detect or perceive objects peripherally.  
Fingering: Picking and pinching, through use of fingers or otherwise.  
Handling: Seizing, holding, grasping, through use of hands, fingers, or other means.  
Hearing: Perceiving and comprehending the nature and direction of sounds.  
Lifting: Moving objects weighing no more than 10 pounds from one level to another.  
Repetitive motions: Making frequent or continuous movements.  
Sitting: Remaining in a stationary position.  
Talking: Communicating ideas or exchanging information.  
Vision Near Acuity: Ability to perceive or detect objects at 20 inches or less.

**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:**