



Office of Human Resources  
Eligibility Technician I - CA2655  
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### General Statement of Duties

Performs entry level eligibility determination for public assistance programs while receiving training in the applicable federal and state laws and county rules and regulations of financial eligibility and develops the knowledge and skills to enter client information into a complex computer system.

### Distinguishing Characteristics

This classification performs entry level eligibility work while receiving training in applicable federal and state laws and state and county computer systems. An employee will perform increasingly more responsible work as the employee completes required training and gains experience and independently provides basic eligibility services. This classification is distinguished from an Eligibility Technician II that conducts extensive interviews to determine initial and on-going financial eligibility for public assistance programs, enters client information into a complex computer system, and analyzes information against numerous public assistance programs and their related regulations.

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

Receives on-the-job training on methods and techniques for financial eligibility determination in order to determine applicant eligibility for public assistance programs including but not limited to cash assistance, food assistance, and Medicaid.

Attends training sessions to learn processes, practices and application of financial eligibility determinations, studies applicable rules and regulations, and receives instruction in the interpretation and application of appropriate laws, rules, regulations, and procedures.

Trains and assists in determining financial eligibility for public assistance programs including cash assistance, food assistance, and Medicaid benefits by interviewing clients and reviewing applications to elicit and verify pertinent eligibility information under close supervision.

Receives training and instruction on identifying internal and external referral resources in order to provide referrals to clients to non-profit agencies and other service providers.

Performs increasingly more responsible work as the employee gains experience and independently provides basic eligibility services.

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.

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.

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.

### **Knowledge & Skills**

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

### **Level of Supervision Exercised**

None

### **Education Requirement**

Graduation from high school or the possession of a GED, HiSET or TASC Certificate.

### **Experience Requirement**

Two (2) years of experience performing specialized/technical office support work.

### **Education & Experience Equivalency**

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

### Assessment Requirement

Customer Service - Compliance, Alphanumeric Data Entry

### Probation Period

Six (6) months.

### Class Detail

**Pay Grade:** A-613

**FLSA Code:** N

**Established Date:** 9/21/2018

**Established By:** LS

**Revised Date:**

**Revised By:**

**Class History:**