



### **Eligibility Agent**

**Pay Range \$35,422.40 - \$49,004.80 annually**

(Consideration for training/experience as permitted by Civil Service Law)

#### **Summary of Job Duties and Preferred Skills and Abilities**

The candidate filling this position will be responsible for determining initial and ongoing eligibility for customers applying for assistance programs such as Medicaid, Supplemental Nutrition Assistance Program (SNAP, fka Food Stamps) and Temporary Assistance for Needy Families (TANF), primarily by retrieving and communicating case relevant data over the phones. Updates case records utilizing agency computers and document storage systems. Also determines eligibility for emergency assistance requiring a phone interview, case documentation and obtaining verifications. Serves customers in a professional manner to determine needs, provide assistance, and actively listen to customer concerns in a call center environment.

Successful candidates will have demonstrated customer service skills in a similar call center service environment; the ability to handle many customers with confidence, professionalism and a calm, controlled demeanor; creative problem solving; approach work with a "can-do" attitude; be highly organized, detail oriented, and accurate; and be proficient in MS Office products.

Preference is for candidates with call center experience, public assistance program knowledge and experience, and the ability to manage multiple computer systems and programs.

#### **Minimum Civil Service Qualifications**

- ✓ One year of experience as an Eligibility/Referral Specialist 1, 30121.
- ✓ **Or** two years experience as Unit Support Worker 2, 30112.
- ✓ **Or** completion of undergraduate major core coursework in behavioral science, social science or education, one course or six months experience in interviewing techniques, and one course or six months experience in typing, keyboarding, or word processing.
- ✓ **Or** completion of two years of technical education in behavioral science or social science, one course or six months experience in interviewing techniques, and one course or six months experience in typing, keyboarding, or word processing.
- ✓ **Or** two courses or one year of experience in behavioral science, social science, or customer service techniques, one course or six months experience in each of the following: business mathematics, business English, interviewing techniques, and typing, keyboarding or word processing.

***Candidates must document training, experience, and education to demonstrate meeting each qualification.***

In addition to the oral interview, skill-based assessments may be part of the interview-selection process.

**Employment applications and benefit information are available at [www.mcjfs.com](http://www.mcjfs.com)**

**THE EMPLOYMENT APPLICATION, A COVER LETTER OF INTEREST AND RESUME ARE REQUIRED.**

**Marion County Job & Family Services  
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