



Eligibility Agent for Public Assistance

Pay Range \$44,116.80 - \$50,897.60 annually (step 8 of 17 steps on range)

(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) and Temporary Assistance for Needy Families (TANF) and emergency assistance called PRC (Prevention, Retention and Contingency).

In a call center environment provides professional customer service to determine needs and after actively listening to customer concerns provides assistance and makes referrals to services as needed. Updates case records utilizing agency computers and document storage systems.

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

Preference is for candidates with call center experience, public assistance program knowledge and experience, and experience managing multiple computer systems and programs.

Civil Service Qualifications

- ✓ Completion of undergraduate major core coursework or two years of technical education in behavioral or social science or education, also includes one course or six mos. experience in interviewing techniques and keyboarding.
- ✓ **Or** two courses or one year of experience in behavioral or social science or customer service, one course or six months experience in business math and English, interviewing techniques and keyboarding.

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

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

Marion County Job & Family Services

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