

LORAIN COUNTY DEPT. OF JOB & FAMILY SERVICES

BARBARA TAMAS, DIRECTOR

42485 NORTH RIDGE ROAD - ELYRIA OH 44035-1057
(440) 323-5726/244-4150 FAX: (440) 323-3422 TDD: (440) 284-4125

JOB NUMBER 19-04	CLASSIFICATION Eligibility Referral Specialist 1
PAY GRADE AND RANGE 27 - \$16.19	

All resumes or applications must demonstrate how you meet the following requirements. Resumes or applications should be mailed to: Kristin Whiteman, 42485 N. Ridge Rd., Elyria OH 44035.

Please submit resumes or applications by February 15, 2019. Applications may be obtained in person at 42485 N. Ridge Rd., Elyria, OH 44035 or the agency website www.lcdjfs.com.

BRIEF DESCRIPTION OF JOB:

Under the direct supervision of the unit supervisor while in training, conducts interactive interviews with public assistance clients and processes applications to determine initial and/or ongoing eligibility for public assistance programs. Gathers verifications, enters data into computer systems or other applicable databases as required; completes case dictation, necessary paperwork, and assures accurate case records in accordance with applicable regulations; processes applications, reapplications, alerts, changes, terminations and corrective payments. Conducts all client and collateral contacts (i.e., phone calls, office visits, home calls, etc.) in a timely manner. Refers individuals to community resources. Maintains electronic and hard copy records. Completes quality control findings. Interfaces with other agency divisions. Conducts investigations of possible fraud by exploring inconsistencies in past and present reported information. Investigates taxpayer complaints, completes referrals to the Benefit Recovery unit; resolves data match information, documents findings and computes overpayments as appropriate. Secures relative information from the child support system as applicable. Maintains knowledge of program and procedural manuals and reference materials as it pertains to program eligibility and personal employment. Participates in unit cooperation for coverage and quality of services. Attends meetings, State Hearings, conferences and training sessions. Maintains and completes necessary reports to quantify work performance. Consults with supervisor on policy and changes. Performs other related duties as assigned by the Director or designee.

MINIMUM REQUIREMENTS:

- One year of experience as a Unit Support Worker 2, 30112.
- Or one course or six months experience in behavioral science, social science, or customer service techniques,
- One course or six months experience in business mathematics,
- One course or six months experience in business English,
- One course or six months experience in interviewing techniques,
- One course or six months experience in typing, keyboarding or word processing.
- Or education, training and/or experience in an amount equal to the Minimum Qualifications stated above.

AGENCY QUALIFICATIONS:

- Keyboard Skills
- Good Interviewing Skills
- Cultural Sensitivity
- Notary (or become a notary)
- Ability to Communicate Effectively (Telephone and other customer service skills)
- Ability to Collect Data, Establish Facts and Draw Valid Conclusions
- Dependable Transportation with Appropriate Liability Insurance, and Valid Ohio Driver's License With a Good Driving Record
- Good Attendance
- Ability to Manage Multiple Tasks
- Ability to Work with a Sense of Urgency to Meet Timeliness Requirements