

Crawford County Job and Family Services

*Income Maintenance*Workforce Development*Child Support Enforcement*Children Services*

JOB & FAMILY SERVICES

224 Norton Way
Bucyrus, Ohio 44820
Tel 419-562-0015
Fax 419-563-9797



CHILDREN SERVICES

224 Norton Way
Bucyrus, Ohio 44820
Tel 419-563-1570
Fax 419-562-0050

EQUAL OPPORTUNITY EMPLOYER

VACANT POSITION

Eligibility Referral Specialist 1 Base pay rate: \$16.58 per hour

See attached Position Description

If you are interested and you meet the qualifications, an application, cover letter and resume
MUST be submitted.

MINIMUM QUALIFICATIONS

- 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, and 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.**

Submit application and resume with cover letter to the attention of:

Julie Shay

Email: Julie.Shay2@jfs.ohio.gov

Regular mail: Crawford County Job & Family Services

224 Norton Way

Bucyrus, OH 44820

OR online at www.Crawfordcountyjfs.org

**Crawford County Department of Job & Family Services
POSITION DESCRIPTION**

Title: Eligibility/Referral Specialist 1	Immediate Supervisor: Eligibility/Referral Supervisor 1
Normal Working Hours: 7:30 a.m.-4:00 p.m. (Mon. - Fri.)	
PCN: 14009.0	Class #: 30121
<input checked="" type="checkbox"/> Classified <input type="checkbox"/> Unclassified	Overtime Eligible: <input checked="" type="checkbox"/> Eligible <input type="checkbox"/> Exempt
	Permanent <input checked="" type="checkbox"/> Temporary <input type="checkbox"/> Intermittent <input type="checkbox"/>
If FLSA exempt, exemption type: <input style="width:200px;" type="text"/>	

Job Duties in order of Importance

70%	Performs clerical and reception duties. Conducts reapplication interviews for all programs; Determines on-going eligibility for the appropriate program; Assists the recipients in the reapplication process; Advises recipients of rights and responsibilities; Provides information about eligibility factors; Coordinates efforts with other agencies by selecting and referring eligible recipients to special programs or services; May perform follow up activities on all referrals; Uses all applicable computer systems to process cases and provide quality customer service.
25%	Performs case management activities; Maintains case files, processes required forms, and monitors case activities for continued eligibility; Shares pertinent information with interagency department; Works with support staff and management to provide continuity in departmental procedures; Processes overpayments and under issuances; Tracks involvement in work activities.
5%	Prepares reports, statistical summaries and other documents for submission to supervisor; Attends training activities, seminars, workshop or meetings related to job related functions; Performs other duties required by supervisor or administration.

List Position Numbers and Class Titles of positions supervised. If more than eight, list titles only.	<table style="width:100%; border-collapse: collapse;"> <tr> <td style="width:70%; border-bottom: 1px solid black;">Director's Signature</td> <td style="width:30%; border-bottom: 1px solid black;">Date</td> </tr> <tr> <td style="border-bottom: 1px solid black;">Employee's Signature</td> <td style="border-bottom: 1px solid black;">Date</td> </tr> </table>	Director's Signature	Date	Employee's Signature	Date
Director's Signature	Date				
Employee's Signature	Date				

Title: Eligibility Referral Specialist 1

MINIMUM QUALIFICATIONS

- One year of experience as a Unit Support Worker 2
- 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, and 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.

UNUSUAL WORKING CONDITIONS / HAZARDS

This position involves very limited probability of any injury. The probability of accidents or health hazard is negligible. Minor risks or discomforts exist which require normal safety precautions typical of offices (e.g., use of safe work practices with office equipment). The incumbent may occasionally interact with angry or hostile clients. However, there is limited probability of any injury. The incumbent must take normal precautions to avoid trips and falls. The incumbent works in an office environment which may occasionally be dirty or dusty.