

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

Work with Purpose

Join our team of public assistance specialists as an
Eligibility Referral Specialist 2.

We need people who want to serve our community by supporting the families who live here. Eligibility Referral Specialist 2's play an important role in helping needy families with food assistance, medical assistance, cash assistance and transportation needs while stressing personal responsibility and financial independence.

No college degree required, but it's important to have quality customer service skills and commitment.

See the attached position description for more details and qualifications.

Base pay rate: \$19.22 per hour – additional supplements for college degrees.

If interested, please apply online at crawfordcountyjfs.org – Join our Team.

**Please also submit a resume with cover letter to
Julie.Shay2@jfs.ohio.gov.**

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

Title: Eligibility/Referral Specialist 2 **Immediate Supervisor: Eligibility/Referral Supervisor 1**

Normal Working Hours: 7:30 a.m.-4:00 p.m. (Mon. - Fri.)

PCN: 22010.0

Class #: 30122

Classified
 Unclassified

Overtime Eligible: **Eligible** **Exempt**

Permanent
Temporary
Intermittent

If FLSA exempt, exemption type:

Job Duties in order of Importance

40%	Conducts screening at intake; Interviews applicants for all programs; Determines initial and on-going eligibility for appropriate program; Assists applicants in the application process, advises applicants about rights and responsibilities; Provides information about eligibility factors; Coordinates efforts with other agencies by selecting and referring eligible applicants to special programs or services; Performs follow-up activities on all referrals; Uses all applicable computer systems to process cases and provide quality customer service.
40%	Performs case management and recruitment activities; Maintains case files, processes required forms, and monitors case activity for continued eligibility; Shares pertinent information with inter-agency department; Works with clerical staff and management to provide continuity in departmental procedures; Processes overpayments and under issuances; Tracks involvement in work activities; Prepares and presents evidence and testimony for hearings.
15%	May perform various clerical or reception duties as needed; Maintains files accordingly to records retention schedule.
5%	Prepares reports, statistical summaries and other documents for submission to supervisor; Attends training activities, seminars, workshops or meetings related to job related functions; Performs other duties required by supervisor or administration.

<p>List Position Numbers and Class Titles of positions supervised. If more than eight, list titles only.</p>	<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="border-top: 1px solid black; width: 70%; padding: 5px;">Director's Signature</td> <td style="border-top: 1px solid black; width: 30%; padding: 5px;">Date</td> </tr> <tr> <td style="border-top: 1px solid black; padding: 5px;">Employee's Signature</td> <td style="border-top: 1px solid black; padding: 5px;">Date</td> </tr> </table>	Director's Signature	Date	Employee's Signature	Date
Director's Signature	Date				
Employee's Signature	Date				

Title: Eligibility Referral Specialist 2

MINIMUM QUALIFICATIONS

- One year experience as an Eligibility Referral Specialist 1 or equivalent education, training and/or experience.

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.