



Office of Human Resources Eligibility Technician I - CA2655

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General Statement of Duties

Performs introductory/entry level eligibility determination for public assistance programs while receiving training in the applicable federal and state laws and county rules and regulations of financial eligibility. Develops the knowledge and skills to interpret rules, policy and current practices, effectively interviewing clients, gather relevant information from available system resources and enter applicable information into a complex computer system, and works with clients in-person and/or in a high-volume call center environment.

Distinguishing Characteristics

This classification performs introductory/entry level eligibility work while receiving extensive classroom and on-the-job training in applicable federal and state laws and state and county computer systems. An employee will perform increasingly more responsible work as the employee completes required training and gains experience and independently provides basic eligibility services. This classification is distinguished from an Eligibility Technician II that conducts extensive interviews to determine initial and on-going financial eligibility for public assistance programs, enters client information into a complex computer system, and analyzes information against numerous public assistance programs and their related regulations.

There are four classifications in the eligibility series. The Eligibility Technician I is an introductory/entry level classification which primarily focuses on learning the program and processing Food and Medical Assistance cases. The Eligibility Technician II classification performs full performance eligibility work which incorporates additional programs such as Adult Financial, Long Term Care and/or Colorado Works, with increased levels of independence. The Eligibility Specialist classification performs advanced level eligibility work as a subject matter expert, which may include analysis and processing of high level data and reports, independently processing eligibility cases, to include assignments with community partners and, and/or high-level research and problem solving of difficult eligibility cases. The Lead Eligibility Technician performs permanently assigned lead work over eligibility technicians.

Essential Duties

Receives on-the-job training on methods and techniques for financial eligibility determination in order to determine applicant eligibility for public assistance programs including but not limited to cash assistance, food assistance, and Medicaid.

Attends training sessions to learn processes, practices and application of financial eligibility determinations, studies applicable rules and regulations, and receives instruction in the interpretation and application of appropriate laws, rules, regulations, and procedures.

Trains and assists in determining financial eligibility for public assistance programs including cash assistance, food assistance, and Medicaid benefits by interviewing clients and reviewing applications to elicit and verify pertinent eligibility information under close supervision.

Receives training and instruction on identifying internal and external referral resources in order to provide referrals to clients to non-profit agencies and other service providers.

Performs increasingly more responsible work as the employee gains experience and independently provides basic eligibility services.

Provides quality customer service with dignity and response to all clients in need.

Develops the ability to communicate eligibility results to clients and explain how the outcome was determined.

Protects confidential and personal information for any inappropriate disclosure.

Meets productivity and quality expectations to meet the needs of the division's clients.

Performs other related duties as assigned.

Employees may be re-deployed to work in other capacities in their own agencies or in other City agencies to support core functions of the City during a City-wide emergency declared by the Mayor.

Any one position may not include all of the duties listed. However, the allocation of positions will be determined by the amount of time spent in performing the essential duties listed above.

Competencies

Adapting and Responding to Change - Adapts to changing circumstances and direction. Accepts new ideas and change initiatives.

Attention of Detail – Is thorough when performing work and conscientious about attending to detail.

Critical Thinking — Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems.

Customer Service – Interacts with customers in a friendly and professional manner, works to resolve issues quickly and effectively, and is knowledgeable about products and services.

Learning – Uses efficient learning techniques to acquire and apply new knowledge and skills; uses training, feedback, or other opportunities for self-learning and development.

Knowledge & Skills

Knowledge of interviewing techniques sufficient to be able to elicit information.

Knowledge of policies, procedures and regulations of eligibility programs sufficient to be able to locate relevant information and reference materials and provide technical support and assistance.

Knowledge of data privacy and protection practices.

Skill in the use of computer software, including word processing, spreadsheet, document management, electronic mail and database programs.

Skill in multitasking while using multiple systems and information resources to gather and research information necessary to process a case.

Skill in time management in order to maintain a high level of productivity and quality in a high-volume environment and competing priorities.

Skill in tactfulness and de-escalation when assisting clients in need who may display a level of unpredictability.

Level of Supervision Exercised

None

Education Requirement

Graduation from high school or the possession of a GED, HiSET or TASC Certificate.

Experience Requirement

Two (2) years of experience performing specialized/technical office support work.

Education & Experience Equivalency

Additional appropriate education may be substituted for the minimum experience requirements.

Licensure & Certification

None

Working Environment

Subject to many interruptions.
Subject to long irregular hours.
Pressure due to multiple call and inquiries.

Level of Physical Demand

1-Sedentary (0-10 lbs.)

Physical Demands

(Physical Demands are a general guide and specific positions will vary based on working conditions, locations, and agency/department needs.):

Color vision: Ability to distinguish and identify different colors.
Depth Perception: Ability to judge distances and space relationships.
Eye/Hand/Foot Coordination: Performing work through using two or more body parts or other devices.
Field of Vision: Ability to sharply detect or perceive objects peripherally.
Fingering: Picking and pinching, through use of fingers or otherwise.
Handling: Seizing, holding, grasping, through use of hands, fingers, or other means.
Hearing: Perceiving and comprehending the nature and direction of sounds.
Lifting: Moving objects weighing no more than 10 pounds from one level to another.
Repetitive motions: Making frequent or continuous movements.
Sitting: Remaining in a stationary position.
Talking: Communicating ideas or exchanging information.
Vision Near Acuity: Ability to perceive or detect objects at 20 inches or less.

Background Check Requirement

Criminal Check
Employment Verification

Assessment Requirement

Customer Service - Compliance, Alphanumeric Data Entry

Probation Period

Nine (9) months.

Class Detail

Pay Grade: NE-10

FLSA Code: N

Established Date: 9/21/2018

Established By: LS

Revised Date: 3/28/2024

Revised By: MF

Class History: 5/29/22 – Revised pay grade; 3/28/24 – Revised General Statement of Duties, Distinguishing Characteristics, Essential Duties, Competencies and Knowledge & Skills.