



Office of Human Resources
Eligibility Technician II - CA2658
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General Statement of Duties

Performs full performance eligibility work to conduct interviews to determine initial and on-going financial eligibility for public assistance programs, enters client information into a complex computer system, analyzes information against numerous public assistance programs and their related regulations, and refers clients to a variety of internal and external resources/services, and works with clients in-person and/or in a high-volume call center environment.

Distinguishing Characteristics

This classification performs eligibility work at a full performance level. This classification conducts interviews to determine initial and on-going financial eligibility for public assistance programs. The Eligibility Technician II is distinguished from an Eligibility Technician I that receives training in the applicable federal and state laws and county rules and regulations of financial eligibility and develops the knowledge and skills to determine eligibility for public assistance programs. This classification is distinguished from an Eligibility Specialist that performs advanced level eligibility work that involves extensive client interaction and resolving complex eligibility issues.

There are four classifications in the eligibility series. The Eligibility Technician I is the 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 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

Conducts interviews with applicants and conducts application review in order to determine applicant eligibility for public assistance programs including but not limited to cash assistance, food assistance, and Medicaid while incorporating additional assistance programs, such as Long Term Care, Colorado Works, and Adult Financial.

Elicits and verifies pertinent eligibility information such as employment, income, residence, property ownership, rent, household expenses, and other banking and financial resources, assists applicants to obtain additional information and resolve discrepancies, and answers applicant questions regarding eligibility.

Determines initial and on-going eligibility for public assistance programs in accordance with federal and state laws, county rules and regulations, and approves and issues benefits.

Records client information, enters and updates information into complex state and county computer systems, and responds to inquiries about client records for administrative state hearings, federal reviews, fraud investigations, and federal and state program management and evaluation.

Ensures benefit calculations made by the state computer system are accurate in order to reduce/eliminate errors. Impact of financial errors is significant due to state and federal sanctions.

Explains rights and responsibilities to clients and provides referrals to non-profit agencies and other service providers to facilitate a comprehensive solution to the client's issues.

Monitors changes in client's status, contacts clients to verify changes, and makes appropriate adjustments to eligibility and support payments.

Monitors changes in the Colorado Benefits Management System (CBMS) and adjusts work processes to ensure accurate provision of benefits.

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

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

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.

Conflict Management - Manages and resolves conflicts, confrontations, and disagreements in a positive and constructive manner to minimize negative personal impact.

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

Technical Competence - Uses knowledge that is acquired through formal training or extensive on-the-job experience to perform one's job; works with, understands, and evaluates technical information related to the job; advises others on technical issues.

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.

Level of Supervision Exercised

None

Education Requirement

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

Experience Requirement

Three (3) years of technical/specialized clerical experience, including one year of experience determining eligibility for public assistance programs.

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

None

Probation Period

Six (6) months.

Class Detail

Pay Grade: NE-11

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.