



Senior Eligibility Technician

DEPARTMENTAL PROMOTIONAL

Base: *\$3,449/month

*actual salary will vary based on employee's index table

Official County Applications Available at: www.co.yuba.ca.us

[View complete Class Specifications on the Human Resources & Organizational Services homepage](#)

Final Filing Deadline:

Friday, May 19, 2017 @ 5:00 PM

The County of Yuba is currently recruiting for the position of **Senior Eligibility Technician** in the Eligibility Division of the Health and Human Services Department. Under supervision from the Eligibility Supervisor, the Senior Eligibility Technician performs quality control work by reviewing previously-processed eligibility and grant determinations; resolving problems; training staff in new and revised procedures and may provide lead direction to eligibility staff on a relief or day-to-day basis; perform the full range of eligibility duties, such as determining eligibility of applicants and recipients for multiple public assistance programs through interactive interviewing, as well as fact gathering and initiating and processing casework through an automated system; provide quality customer service; and perform other duties as assigned. This is the advanced-journey lead/specialist paraprofessional level in the eligibility social services class series. *The list established from this recruitment may be used to fill other Senior Eligibility Technician positions within the Eligibility division.*

Examples of knowledge, skills and abilities required for successful performance: Knowledge of techniques for working successfully with other employees in a lead capacity; principles and practices of technical and functional supervision and training; automated systems applications related to social services work; program eligibility requirements and regulations for a variety of human services programs; mathematics sufficient to interpret customer income and expense information and to calculate benefits within program guidelines. Skill in planning, directing and reviewing the work of others on a project or day-to-day basis; providing complex human services program and community resource support for programs provided by the County; interpreting, applying and explaining complex rules, regulations, procedures and technical information. Ability to maintain composure, keep emotions in check, control anger and avoid aggressive behavior, even in very difficult situations; process a high volume of work amid interruptions; maintain confidentiality of case information learned through course of the work; establish and maintain effective working relationships with those contacted in the course of the work. *This is a representative summary of the major duties and abilities. Please refer to the class specification for full description of knowledge, skills and abilities, as well as examples of duties and other qualifications required for this position.*

EMPLOYMENT REQUIREMENTS

The minimum and preferred requirements are listed below. While the following requirements outline the minimum qualifications, Human Resources reserves the right to select applicants for further consideration who demonstrate the best qualifications match for the job. Meeting the minimum qualifications does not guarantee further participation in selection procedures.

Minimum: MUST BE A CURRENT REGULAR YUBA COUNTY HEALTH AND HUMAN SERVICES DEPARTMENT EMPLOYEE. Graduation from high school and two (2) years experience equivalent to the County's class of Eligibility Technician.

Preferred: In addition to the minimum requirements, two years of college (60 semester units) with major coursework in a field related to human services or accounting/business and three (3) years experience equivalent to the County's class of Eligibility Technician. Customer service call center experience is desirable.

Special Requirements: Must successfully complete an extensive and thorough background investigation which includes Live Scan fingerprinting. If assigned to the Customer Service Call Center, will be required to work a flexible schedule to include evening and weekend hours.

Working Conditions: Generally a typical office environment.

EXAMPLES OF DUTIES:

- Develop and prepare training materials for eligibility workers; orients employees; personally train staff in new and revised procedures and regulation changes in group and individual settings; update procedure manuals as required.
- Act as a resource in assisting eligibility staff in understanding and utilizing the automated system(s) associated with the administration of public benefits; answer questions, assist with resources as appropriate to resolve usage errors and develop solutions.
- Review eligibility determinations previously made to ensure that appropriate rules, regulations and procedures have been applied in a consistent manner; works with eligibility staff to improve consistency of determinations.
- Regularly assigned to the most difficult and complex cases; perform the full range of eligibility duties; acts as a floater to fill for any eligibility staff on a relief or as needed basis.
- Perform interactive interviews to elicit eligibility information and identify the need for possibly multiple public assistance programs and services and/or continuing benefits; handles crisis situations by authorizing payment within specific guidelines or referring the customer to the proper unit or individual.

THE COUNTY OF YUBA IS A MERIT BASED EQUAL OPPORTUNITY EMPLOYER ENCOURAGING WORKFORCE DIVERSITY

Submit Completed Official County Applications to:
Human Resources and Organizational Services, 915 Eighth Street, Suite 113, Marysville, CA 95901

APPLICATION/SELECTION PROCEDURES

TO APPLY FOR SENIOR ELIGIBILITY TECHNICIAN:

Submit an official Yuba County employment application, **copies of valid license(s), certificate(s) and college transcripts, diploma or grade reports** to County of Yuba – Human Resources and Organizational Services, 915 Eighth Street, Suite 113, Marysville, CA 95901. Official County applications and materials are available online at www.co.yuba.ca.us or at the Human Resources and Organizational Services Department. **Note: All diplomas or degrees must be from an accredited college or university. To obtain information regarding accreditation, refer to the US Department of Education Office of Post Secondary Education at: <http://ope.ed.gov/accreditation/search.aspx>**

APPLICATION SCREENING:

To begin the hiring process, an applicant must submit a completed County application prior to the final filing deadline. Applications must be completed legibly, all questions must be answered, and the required documentation must be provided. ***Please be sure to use the current application located on the County website. Old applications cannot be accepted.*** All applicants will be given written notice regarding the status of their application and selection procedures. The County prefers to communicate via email, if provided, to expedite communication. It is also recommended that candidates review their SPAM mail daily as to not miss any important communication. Please refer to the [Employment Application Instructions](#), which accompanies the County application, for additional details. Failure to provide the required documentation may result in rejection of your application.

Applicants must provide the following documents by the filing deadline. Failure to provide the required documentation may result in rejection of the application in its entirety. Documents required include:

- **Yuba County Employment Application—complete & signed**
- **Diploma and Unofficial Transcripts**
- **Copies of Certifications**

MINIMUM QUALIFICATIONS:

All applicants must clearly demonstrate they meet the minimum qualifications, by the final filing deadline, to be considered in the selection and testing phases of the process.

EDUCATION AND EXPERIENCE:

Education and experience as detailed on the employment application will be thoroughly reviewed. Please include all experience, education, and training pertinent to the knowledge, skills and abilities required for the position. This is an essential part of the process and will be used to determine further eligibility to participate in the next phase of the selection procedures.

TESTING ACCOMMODATION:

If special accommodations are required at any stage of the selection process, complete the Request for Reasonable Accommodation in the Examination Process Form and provide the required documentation by the final filing deadline. The form can be obtained by accessing the link on the Human Resources and Organizational Services homepage or by contacting Human Resources.

VETERAN'S CREDIT:

All applicants who have successfully completed the application/selection procedures and examination process may be eligible for veteran's credit. Applicants must have served on active duty for a period of not less than 90 days in the armed forces in time of war or national emergency, or in time of peace in a campaign or expedition for service in which a medal has been authorized by the government of the United States and who has been discharged or released under honorable conditions, and widows of such persons shall be allowed credit. Military Records Form DD214 must be submitted for further review and determination of appropriate credits.

WAIVER OF SELECTION PROCEDURES:

When selection procedures have been publicly announced and the number of applicants meeting the minimum qualifications for the position is five or less, the Human Resources Director may, at her/his discretion; a) Waive the competition entirely and submit the names of the applicants meeting the minimum qualifications to the appointing department, b) Revise the conditions of competition to a more practical basis under the circumstances.

EMPLOYMENT ELIGIBILITY LIST:

An employment eligibility list is established for those applicants who successfully pass all phases of the examination process. This list will be held for a maximum of one (1) year from the date the list is certified. For each vacancy the top five (5) ranks on the list will be certified to the department for final selection, which will include a departmental interview.

DEPARTMENTAL INTERVIEW:

The Health and Human Services department will notify the applicant of the date and time of his/her interview. The applicant will be asked a series of questions about his/herself and his/her related experience, education and training that exhibit the knowledge, skills and abilities essential to the job. The applicant may also be asked questions about hypothetical situations to test his/her ability to make decisions and use sound judgment and common sense.

CONDITION OF EMPLOYMENT

All appointments to a position are contingent upon successful completion of the following items:

BACKGROUND INVESTIGATION:

Selected applicant(s) must undergo a background investigation. Certain positions are required to undergo fingerprinting for the purposes of criminal history information. Background investigations may include verification of education, professional licenses and/or certifications, credit history, driving history, previous work history, personal and professional references, and records of mandated drug and alcohol testing as required for safety sensitive transportation work by Department of Transportation.

PRE-EMPLOYMENT MEDICAL REVIEW/EXAMINATION:

Selected applicant(s) who successfully complete the background investigation and psychological exam (if needed) are required to complete a pre-employment medical review/examination, which may include drug screening, to assess his/her overall medical suitability for the position.

LICENSING AND CERTIFICATIONS:

Some positions are mandated by law to possess and maintain specialized certificate(s), license(s) and/or registration(s) at the time of appointment. Certain positions are required to obtain such items within an established timeframe or be subject to dismissal.

AGENCY SHOP:

All new, regular employees, with the exception of supervisory position(s), shall be required to join the employee association or pay a 'Fair Share Fee' as a condition of employment.

DISASTER SERVICE WORKERS:

All Yuba County Employees are designated Disaster Service Workers through state and local law (California Government Code Section 3100-3109). Employment with the County requires the affirmation of a loyalty oath to this effect. Employees are required to complete all Disaster Service Worker-related training as assigned, and to return to work as ordered in the event of an emergency.