

## **Job Description and Minimum Qualifications**

### *Customer Service Eligibility Referral Specialist I –*

Answers incoming calls for Public Assistance Call Center and/or serves Public Assistance recipients/walk-ins to answer eligibility/services questions by researching case records in Ohio Benefits/CRIS-e computer systems and through familiarity with programs/procedures; reschedules appointments as needed; send messages to Eligibility Referral Specialist 2s (ERS2), supervisor and/or appropriate staff. Makes changes and documents activity in Ohio Benefits/CRIS-e systems. Researches healthcare issues for Medicaid coverage. Completes verification of benefits received for other agencies; makes referrals to other appropriate community resources.

Performs a variety of clerical case record maintenance functions, scans record materials, completes forms, makes inquiries, processes mail.

Conducts one's self with courtesy, respect and consideration towards the public and coworkers always. Maintains regular and predictable attendance.

### *Minimum Qualifications for IM Eligibility Referral Specialist I*

- One year experience as USW 2, 30112
- 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.

The incumbent is responsible for placing clients into appropriate programs and keeping track of their progress. Unusual; working conditions are as they relate to field work and home visits.