

Eligibility Technician - Overpayment Specialist (1708-12)

Deadline to Apply: December 17, 2018

Work Location:

Hamilton County Job and Family Services
222 East Central Parkway
Cincinnati, OH 45202

Work Hours: 80 Hours Bi-Weekly

Starting Salary: \$16.73 an Hour

NOTE: Applicants for positions with Hamilton County Job and Family Services are subject to background screening in accordance with the document: "[Offenses that May Disqualify Candidates for Employment](#)." Convictions from this list may disqualify a candidate for employment with HCJFS.

Requirements (Education, Experience, Licensure, Certification):

- An associate degree or the equivalent of an associate degree (at least 94 quarter credit hours or the equivalent in semester/trimester hours) with at least one 3-hour course in each of the following: interviewing, office/information technology, basic mathematics, public relations, communications and 9 credit hours in English which must include basic grammar, writing skills and composition; or 2 years' experience in public contact work involving interviewing and collecting, organizing, analyzing and interpreting complex data; or equivalent.
- All candidates must be able to demonstrate strong oral and written communication skills and strong interpersonal relations skills.

Job Duties (Summary):

- Interviews applicants/ recipients to determine their eligibility for public assistance, including, but not limited to, Ohio Works First, Medicaid, nursing home, supplemental and emergency assistance, foster care, food, medical, and financial assistance through office or home visits; computes budgets; verifies all documentation submitted to support request for assistance in accordance with public assistance guidelines; approves or denies applications; explains to recipient their rights, income maintenance procedures and programs and other available welfare services; refers applicants and recipients to other welfare units, community and/or governmental agencies when appropriate (e.g., child care, work activity programs, social services, Bureau of Employment Services, Social Security); collects comprehensive data and complete data and enters such in applicable state and local systems; processes change to cases that occur in between interviews, including, but not limited to initiating sanctions, reviewing new hire, matches, adding individual to case, process mail, etc.
- Receives and investigates complaints concerning lost, stolen or undelivered assistance checks; prepares and maintains case records regarding applicant/ recipient eligibility status for assistance programs to include address changes, household composition, assistance needs, resources and income and other necessary entries; prepares notification letters informing recipient of suspension, reduction or termination of assistance; prepares and refers form to investigation unit to report cases of suspected fraud or over issuance; processes CRISE alerts; assists applicants and recipients in completing assistance or hearing appeal forms; appears with client in hearing or prepares

summaries and appears in hearing upon request; processes corrections in cases identified by quality control; answers routine inquiries either by telephone or correspondence; trouble shoots and/or resolves data systems inconsistencies; completes special data assignments.

- Performs other related duties as assigned.
- Attends necessary training as required.