

Eligibility Technician - Transportation Services (2009-12) - 2 vacancies

Deadline to Apply: September 23, 2019

Work Location:

Job & Family Services
Family and Adult Assistance
222 E. Central Parkway
Cincinnati, Ohio 45202

Work Hours: Full Time - 80 hours biweekly. May be required to work evenings and weekends.

Starting Salary: \$16.73/hourly

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.

POSITIONS SUPERVISED:

None

KNOWLEDGE, SKILLS AND ABILITIES: (*Indicates developed after employment)

Knowledge of: budgeting, human relations, office practices and procedures; agency policies and procedures*; interviewing, community services.

Ability to: carry out detailed but basic written and oral instructions; deal with problems involving several variables in a familiar context; apply principles to solve practical everyday problems; define problems, collect data, establish facts and draw valid conclusions, add, subtract, multiply and divide whole numbers; comprehend short sentences with basic, concrete vocabulary; maintain accurate records; gather, collate and classify information about data, people, or things, answer routine telephone inquiries from public; ability to operate within a teamwork approach to achieve unit goals.

Skill in: agency networked personal computer software and program operating systems.

LICENSURE AND CERTIFICATION REQUIREMENTS:

None

Job Duties (Summary):

- Responds to transportation requests via calls, emails, and/or fax for Non-Emergency Transportation Services. Requests may be initiated by consumers, providers of Medicaid billed services, and others in the community; verifies all documentation/information submitted to support request for assistance in accordance with OAC (Medicaid eligibility verification in MITS); determines appropriate mode of transportation; authorizes or denies transportation requests; sends the appropriate approval letter; explains transportation procedures; processes bus tickets/passes for Metro or Access services; updates the database for the transportation vendor for cab/van services; maintains a digital file of eligibility determinations and authorizations; and refers applicants and recipients to other agency units, community and/or government agencies when appropriate.
- Maintains digital records through OnBase scanning and indexing; reports cases of suspected fraud; appears with client in hearings or prepares summaries and appears in hearings upon request; answers routine inquiries either by telephone or correspondence; trouble shoots and/or resolves data systems inconsistencies; completes special data assignments. Monitors Transportation Services mailbox and responds to all requests for information.
- Processes requisitions submitted through the Children's Services workflow in OnBase and works with Children's Services staff to facilitate transportation needs for non-Medicaid services tied to case plan objectives including but not limited to, visitation, parent education court appearances, employment for youth in PPLA or Permanent Custody, etc.
- Utilizes a full range of PC applications to support transportation operations, including Microsoft Office products, databases, OnBase, Avaya, etc. Tracks and maintains supply of bus tokens/passes and access tickets. Distributes bus tickets/passes and Access tickets as needed. Independently performs clerical functions (e.g. gathers data, prepares reports, searches files, and maintains statistics). Prepares, maintains, types and handles confidential materials. Provides support to Supervisor as requested.
- Performs other related duties as assigned.
- Attends necessary training as required.