

Eligibility Technician I

Series Description

Eligibility Technicians provide and/or supervise accurate and timely eligibility determinations, the determination of the number and type programs an applicant is eligible to receive, and the authorization of benefits to applicants and recipients of federal and State family assistance programs. In accordance with all applicable regulations, policies, and guidelines, incumbents of this series regularly conduct extensive interviews; collect, review, and analyze financial and non-financial data; and perform other investigations to determine the eligibility and benefit level from a diverse selection of entitlement and assistance programs and their subcomponents in areas such as supplements to Social Security and medical, nutritional, housing, foster care, energy, work services, and general cash assistance for first-time applicants or ongoing clients.

Class Definition

Eligibility Technician I serves as an entry level technician performing eligibility determinations and authorizing public and family assistance benefits for limited-assistance programs.

Distinguishing Characteristics

As the entry level of the series, the Eligibility Technician I manages cases that are typically characterized by limited interpretation and application of policies and procedures. At this level, casework may typically include, but is not exclusively limited to, eligibility determinations and benefits authorizations for public and family assistance programs of limited financial benefit and/or duration of eligibility.

Eligibility Technician I is distinguished from Office Assistant II by the latter's performance of clerical services that require determining administrative and/or programmatic tasks to be completed, prioritizing work, and deciding the appropriate action to be taken based on interpretation and application of the organization's programs, policies, and regulations. In contrast, the Eligibility Technician I performs technical work in order to make eligibility determinations and authorize public and family assistance benefits for a caseload that requires circumscribed interpretation and application of policies and procedures.

Eligibility Technician I is distinguished from Eligibility Technician II by the latter's responsibility to independently perform the full scope of technical determinations of eligibility and authorization of benefits for cases that require substantial interpretation, evaluation, and application of intricate and detailed policies and procedures.

Examples of Duties

Receive formal and on-the-job training in: the policies, procedures and requirements of differing public and family assistance programs and subprograms, including those under the jurisdiction of other agencies such as Child Support Services, Department of Labor, or the Social Security Administration; the application and operation of computerized information systems and interfaces; and confidentiality, workplace ethics, customer service, coaching techniques, goal setting, decision making, community referrals, non-violent crisis intervention, group dynamics, effective communication, interviewing techniques, effective technical writing techniques, and team building.

Assume progressive responsibility for routine casework that is composed of programs of limited financial benefit and/or duration of eligibility and representative of the programs for which the training has been completed.

Review initial and renewal applications, changes of information, and other supporting documents for various assistance programs.

Gather required verification pertaining to income, resources, expenses, and related information; conduct necessary interviews; determine initial or ongoing eligibility and benefit levels; review periodic client

Eligibility Technician/Eligibility Office Manager

submittals and/or change reports; and authorize correspondence to applicants/recipients on anticipated changes.

Determine need for and seek or conduct additional documentation and information, policy explanations, or budget calculations.

Knowledge, Skills, and Abilities

Working knowledge of the proper usage of the English language, including the proper use of grammar, composition, spelling, and punctuation.

Working knowledge of personal computer-based workstations and related business software suites.

Some knowledge of correct office and business practices, correspondence, and reporting formats.

Some knowledge of the communication styles and needs of diverse clientele and cultures.

Some knowledge of the techniques and methodology of effective customer service delivery.

Ability to independently organize work and time, establish and prioritize competing priorities, work under pressure, and meet regulatory deadlines.

Ability to learn and apply interviewing, data gathering, and investigative techniques.

Ability to learn to research, comprehend, interpret, and apply federal and state laws, legal or judicial documents, program policies, procedures, guidelines and instructions through formal and on-the-job training.

Ability to learn how to verify, analyze, and evaluate oral and written documentation; determine which of a number of requirements or procedures apply; reason logically; perform accurate mathematical calculations; and formulate logical and defensible conclusions.

Ability to identify sensitive or confidential information and to abide by confidentiality requirements.

Ability to communicate effectively, both verbally and in written form.

Ability to maintain composure, use diplomacy and tact, and effectively de-escalate crisis and hostile situations with various individuals.

Minimum Qualifications

High school graduation or GED certification;

AND either

One year of experience directly applying statutes, regulations, program requirements, or similar criteria or guidelines, used to process, review, and evaluate:

- applications for employment applications, programs or services, loans, licenses, and/or permits; or,
- complex documents associated, but not exclusively limited to insurance or employment benefit enrollment or claims, investigations or collections and similar activities, tax processing, investment, or real estate transactions.

OR

Two years of experience involving extensive person-to-person contact, explaining policies, procedures, services, or requirements; eliciting or exchanging information as related to requirements or procedures; providing formal or informal instruction or training to people; or interviewing/counseling.

Substitution: College course work from an accredited institution in any combination of sociology, social work, psychology, counseling, human services, vocational rehabilitation, developmental disabilities, behavioral sciences, business or public administration, accounting, or a related field may substitute a month-to-month basis (three semester or four quarter hours equals one month of experience) for the

Eligibility Technician/Eligibility Office Manager

experience applying statutes, regulations, program requirements, or similar criteria or guidelines to process, review, and evaluate applications and similar complex documents.

Special Note

[none]

Minimum Qualification Questions

Have you graduated from high school or received your GED certification?

AND

Do you have one year of experience directly applying statutes, regulations, program requirements, or similar criteria or guidelines, used to process, review, and evaluate applications and similar complex documents?

Or Substitution:

Have you graduated from high school or received your GED certification?

AND

Do you have two years of experience involving extensive person-to-person contact, explaining policies, procedures, services, or requirements; eliciting or exchanging information as related to requirements or procedures; providing formal or informal instruction or training to people; or interviewing/counseling?

Or Substitution:

Have you graduated from high school or received your GED certification?

AND

Do you have one year in any combination of college course work from an accredited institution in any combination of sociology, social work, psychology, counseling, human services, vocational rehabilitation, developmental disabilities, behavioral sciences, business or public administration, accounting, or a related field and experience applying statutes, regulations, program requirements, or similar criteria or guidelines to process, review, and evaluate applications and similar complex documents?

Eligibility Technician II

Series Description

Eligibility Technicians provide and/or supervise accurate and timely eligibility determinations, the determination of the number and type programs an applicant is eligible to receive, and the authorization of benefits to applicants and recipients of federal and State family assistance programs. In accordance with all applicable regulations, policies, and guidelines, incumbents of this series regularly conduct extensive interviews; collect, review, and analyze financial and non-financial data; and perform other investigations to determine the eligibility and benefit level from a diverse selection of entitlement and assistance programs and their subcomponents in areas such as supplements to Social Security and medical, nutritional, housing, foster care, energy, work services, and general cash assistance for first-time applicants or ongoing clients.

Class Definition

Eligibility Technician II is the journey level of the technical series. Incumbents perform the full scope of independent technical work necessary to conduct accurate and timely eligibility determinations and benefit authorizations for applicants and ongoing clients receiving benefits from often diverse public and family assistance programs.

Distinguishing Characteristics

Eligibility Technician II is the journey level of the series where incumbents independently manage cases that typically require substantial interpretation of intricate and detailed policies and procedures in order to either determine the eligibility and level of benefits, or authorize the continuance of ongoing benefits for either an applicant or client. Incumbents may serve as statewide subject-matter experts to provide technical assistance to field staff and other agencies or organizations whose responsibilities may overlap. The duties particular to a statewide subject-matter expert requires significant programmatic experience and understanding of agency operations regarding a major program or function.

Eligibility Technician II is distinguished from Eligibility Technician I by the latter's responsibility to make eligibility determinations and authorize public and family assistance benefits for a caseload that requires circumscribed interpretation and application of policies and procedures.

Eligibility Technician II is distinguished from Eligibility Technician III by the latter's responsibility to formally lead and train lower level technical staff and/or perform specialized services and manage the most difficult or controversial cases.

Examples of Duties

Receive formal and on-the-job training in: the policies, procedures and requirements of various public and family assistance programs and subprograms, including those under the jurisdiction of other agencies such as Child Support Services, Department of Labor, or the Social Security Administration; the application and operation of computerized information systems and interfaces; and confidentiality, workplace ethics, customer service, coaching techniques, goal setting, decision making, community referrals, non-violent crisis intervention, group dynamics, effective communication, interviewing techniques, effective technical writing techniques, and team building.

Assume progressive responsibility for casework that is composed of progressively diverse and complex public and family assistance programs and representative of the programs for which the training has been completed.

Examine initial applications, renewal, or recertification applications for assistance programs in order to gather information necessary to determine eligibility for diverse benefits and services.

Assist applicants or their designated representatives in understanding and completing the application processes and advise applicants of their rights and responsibilities, federal and State policies and procedures, general rules, and program expectations.

Eligibility Technician/Eligibility Office Manager

Conduct interviews with applicants, clients, collateral contacts, and individuals authorized to represent the individual to gather and verify financial and other information and resolve questionable responses necessary to determine eligibility. Advise applicants regarding which programs to apply for and provide information regarding supplemental or alternative assistance available in the community.

Utilize a variety of computerized information systems, databases, and electronic interfaces with external agencies and other organizations to validate information provided on application, to ascertain any prior involvement in other assistance programs, and to identify information that may require further clarification.

Determine the appropriate manual(s) and section(s) to apply to a broad spectrum of circumstances and individual case situations. Evaluate all sources of household income and non-financial information to determine what sources and amounts are relevant to eligibility determination. Accurately calculate and enter relevant data and coding into the appropriate database or software application utilized to establish eligibility and amount of benefit for all appropriate programs. Effectively document all information pertinent to the eligibility decision and all actions taken in case notes.

Continuously monitor all assigned cases through scheduled recertification reviews, database alerts, or partner agency or client-initiated reports of change. Anticipate changes in client or household circumstances that may affect client eligibility and/or level of benefits, but might not be reported.

Independently review all eligibility determinations conducted by prior caseworkers to ensure that the original benefits issued were accurate and the appropriate policies and procedures were applied accordingly.

Refer cases to the Fraud Control Unit when allegations of fraud are received, or when discrepancies and/or questionable circumstances are found. Accurately explain why the referral is being made and provide appropriate case details, respond to further inquiries from the unit, and participate in formal hearings as necessary.

Knowledge, Skills, and Abilities

Working knowledge of the communication styles and needs of diverse clientele and cultures.

Working knowledge of the techniques and methodology of effective customer service delivery.

Working knowledge of personal computer-based workstations and related business software suites.

Working knowledge of correct office and business practices, correspondence, and reporting formats, including the proper use of English grammar, composition, spelling, and punctuation.

Some knowledge of objective interviewing, examination, and information-gathering techniques to obtain and/or verify factual information.

Some knowledge of available community resources and services and possible application to an individual's situation.

Ability to independently organize work and time, establish and prioritize competing tasks, work under pressure, and meet regulatory deadlines.

Ability to research, comprehend, interpret, and apply federal and state laws, legal or judicial documents, program policies, procedures, guidelines and instructions.

Ability to verify, analyze, and evaluate oral and written documentation; determine which of a number of requirements or procedures apply; reason logically; perform accurate mathematical calculations; and formulate logical and defensible conclusions.

Eligibility Technician/Eligibility Office Manager

Ability to identify sensitive or confidential information and to abide by confidentiality requirements.

Ability to analyze and accurately classify types of household employment, income, other resources, expenses and other variables surrounding household situations and interpret and apply program rules, regulations, and policies and procedures while making initial and ongoing eligibility determinations, all within strict timeframes.

Ability to effectively record supportive background data used in decision making that must be understood by a variety of audiences.

Ability to interpret and effectively communicate program information and requirements in precise and understandable terms, verbally and in writing, to a wide variety of individuals, agency representatives, and non-governmental organizations and to establish and maintain cooperative working relationships.

Ability to maintain composure, use diplomacy and tact, and effectively de-escalate crisis and hostile situations with various individuals.

Minimum Qualifications

High school graduation or GED certification;
AND either

One year of entry level experience as an Eligibility Technician I with the State of Alaska.

OR

Two years of experience directly applying statutes, regulations, program requirements, or similar criteria or guidelines, used to process, review, and evaluate:

- applications for employment applications, programs or services, loans, licenses, and/or permits; or,
- complex documents associated, but not exclusively limited to insurance or employment benefit enrollment or claims, investigations or collections and similar activities, tax processing, investment, or real estate transactions.

OR

Three years of general experience involving extensive person-to-person contact, explaining policies, procedures, services, or requirements; eliciting or exchanging information as related to requirements or procedures; providing formal or informal instruction or training to people; or interviewing/counseling.

Substitution: College course work from an accredited institution in any combination of sociology, social work, psychology, counseling, human services, vocational rehabilitation, developmental disabilities, behavioral sciences, business or public administration, accounting, or a related field may substitute a month-to-month basis (three semester or four quarter hours equals one month of experience) for the experience applying statutes, regulations, program requirements, or similar criteria or guidelines to process, review, and evaluate applications and similar complex documents.

Special Note

[none]

Minimum Qualification Questions

Have you graduated from high school or received your GED certification?

AND

Do you have one year of experience as an Eligibility Technician I with the State of Alaska?

Or Substitution:

Have you graduated from high school or received your GED certification?

AND

Do you have two years of experience directly applying statutes, regulations, program requirements, or similar criteria or guidelines, used to process, review, and evaluate applications and similar complex documents?

Eligibility Technician/Eligibility Office Manager

Or Substitution:

Have you graduated from high school or received your GED certification?

AND

Do you have three years of experience involving extensive person-to-person contact, explaining policies, procedures, services, or requirements; eliciting or exchanging information as related to requirements or procedures; providing formal or informal instruction or training to people; or interviewing/counseling?

Or Substitution:

Have you graduated from high school or received your GED certification?

AND

Do you have two years in any combination of college course work from an accredited institution in any combination of sociology, social work, psychology, counseling, human services, vocational rehabilitation, developmental disabilities, behavioral sciences, business or public administration, accounting, or a related field and experience applying statutes, regulations, program requirements, or similar criteria or guidelines to process, review, and evaluate applications and similar complex documents?

Eligibility Technician III

Series Description

Eligibility Technicians provide and/or supervise accurate and timely eligibility determinations, the determination of the number and type programs an applicant is eligible to receive, and the authorization of benefits to applicants and recipients of federal and State family assistance programs. In accordance with all applicable regulations, policies, and guidelines, incumbents of this series regularly conduct extensive interviews; collect, review, and analyze financial and non-financial data; and perform other investigations to determine the eligibility and benefit level from a diverse selection of entitlement and assistance programs and their subcomponents in areas such as supplements to Social Security and medical, nutritional, housing, foster care, energy, work services, and general cash assistance for first-time applicants or ongoing clients.

Class Definition

Eligibility Technician III serves as a lead or advanced technician who trains lower level technicians, assigns and evaluates work, and/or performs specialized services and the most difficult or controversial case management to determine eligibility and authorize benefits for public and family assistance programs.

Distinguishing Characteristics

The Eligibility Technician III applies substantial knowledge of and experience with the majority of an agency's public and family assistance programs, related computerized information systems and interfaces, and programmatic policy and procedure in order to serve as the lead and/or advanced level of the series:

1) As a lead technician, the Eligibility Technician III performs the most complex eligibility determinations; regularly provides training and guidance to staff; develops and tailors training aids; assigns, reviews, ensures completion, and evaluates work; clarifies policy and procedure to ensure efficient operations; and assumes other duties during periods of increased workload or for absent staff.

2) As an advanced technician, in addition to performing the most complex eligibility determinations, the Eligibility Technician III responds to client complaints, conducts pre-hearing conferences, prepares case-related materials for Fair Hearing appeals, and performs other specialized eligibility services such as quality-assurance case reviews and specialized case or programmatic research.

Eligibility Technician III is distinguished from Eligibility Technician II by the latter's responsibility to independently perform the full scope of technical determinations of eligibility and authorization of benefits for cases that require substantial interpretation, evaluation, and application of intricate and detailed policies and procedures.

Eligibility Technician III is distinguished from Eligibility Technician IV by the latter's responsibility to exercise full supervisory authority over a technical unit that determines eligibility and authorizes benefits for recipients of public and family assistance programs.

Examples of Duties

Assign work and use relevant reports and staff feedback to monitor and track caseloads and ensure that work is completed appropriately. Reassign work among staff as necessary. Review work for accuracy and proper application of policy and procedures. Correct errors and suggest remedial actions to ensure that similar errors are not made in the future.

Perform internal quality-assurance activities and review case actions of field staff with regard to the application of policies, procedures, and regulations pertaining to all aspects of eligibility determinations and ongoing benefit authorizations to enhance internal quality-control procedures and results.

Identify emergent training needs and develop and tailor various on-the-job training and work aides.

Eligibility Technician/Eligibility Office Manager

Monitor updates to changes in program policies and operational procedures. Facilitate unit meetings to provide training and appropriate implementation of changes to unit and office operations or policy manual changes.

Review client complaints and conduct pre-hearing conferences with clients who request fair hearings to resolve contested decisions at the local level; research and examine all case file documents and records; determine the issues, positions, and arguments to be presented; and attempt to resolve the issue at the local level.

Manage a specialized caseload of the most challenging, complex and highly sensitive cases that may be drawn from a majority of public and family assistance programs.

Provide guidance, policy clarification, and directions to field staff to ensure consistent interpretation, application, and compliance with federal and State regulations and regional and office policies and procedures.

Develop and maintain contacts with community agencies, charitable organizations, and private businesses to improve information sharing and facilitate enhanced client services.

Conduct comprehensive reviews of case files and relevant programs to ascertain the validity of fraud referrals and allegations, determine the appropriate type of investigation, and prepare reports of potential fraud and recommended action to be taken.

Monitor the progress of fraud investigations and review all legal and administrative documents for accuracy prior to submission to for processing and recovery.

Provide technical assistance to investigators to accurately explain program regulations and benefit loss information to clientele. As an expert witness, provide testimony during Administrative Disqualification Hearings. Update all relevant case notes and generate database and other alerts to inform field staff of pertinent information regarding ongoing and closed cases.

Knowledge, Skills, and Abilities

Considerable knowledge of objective interviewing, examination, and information-gathering techniques to obtain and/or verify factual information.

Working knowledge of diverse public and family assistance programs and subprograms' rules and regulations, requirements, policies and procedures and the ability to apply that knowledge to the most difficult caseload situations.

Working knowledge of available community resources and services and appropriate application to an individual's situation.

Some knowledge of the practices and techniques of leading subordinates, including those of directing, evaluating, and training.

Some knowledge of the requirements and procedures of the fair hearing process.

Skill in independently organizing work and time, establishing and prioritizing competing tasks, working under pressure, and meeting regulatory deadlines.

Skill in researching, comprehending, interpreting, and applying federal and state laws, legal or judicial documents, program policies, procedures, guidelines, and instructions.

Skill in verifying, analyzing, and evaluating oral and written documentation; determining which of a number of requirements or procedures apply; reasoning logically; performing accurate mathematical

Eligibility Technician/Eligibility Office Manager

calculations; and formulating logical and defensible conclusions.

Skill in identifying sensitive or confidential information and in abiding by confidentiality requirements.

Skill in analyzing and accurately classifying types of household employment, income, resources, expenses and other variables surrounding household composition.

Skill in effectively recording supportive background data used in decision making that must be understood by a variety of audiences.

Skill in interpreting and effectively communicating program information and requirements, verbally and in writing.

Ability to gain confidence of persons and groups requiring services and ask questions to elicit required information.

Ability to establish and maintain cooperative working relationships.

Ability to maintain composure, use diplomacy and tact, and effectively de-escalate crisis and hostile situations when dealing with a variety of individuals.

Ability to lead, train and evaluate employees.

Ability to impart knowledge to lower level staff, in the interpretation and application of rules, regulations, guidelines, and policies and procedures of State and federal programs.

Minimum Qualifications

High school graduation or GED certification;
AND

Two years of journey level experience as an Eligibility Technician II with the State of Alaska or its equivalent with another employer.

Special Note

[none]

Minimum Qualification Questions

Have you graduated from high school or received your GED certification?

AND

Do you have two years of experience as an Eligibility Technician II with the State of Alaska or its equivalent with another employer?

Eligibility Technician IV

Series Description

Eligibility Technicians provide and/or supervise accurate and timely eligibility determinations, the determination of the number and type programs an applicant is eligible to receive, and the authorization of benefits to applicants and recipients of federal and State family assistance programs. In accordance with all applicable regulations, policies, and guidelines, incumbents of this series regularly conduct extensive interviews; collect, review, and analyze financial and non-financial data; and perform other investigations to determine the eligibility and benefit level from a diverse selection of entitlement and assistance programs and their subcomponents in areas such as supplements to Social Security and medical, nutritional, housing, foster care, energy, work services, and general cash assistance for first-time applicants or ongoing clients.

Class Definition

Eligibility Technician IV is the supervisory level of the technical series. Incumbents are responsible for the effective operations of one or more technical units that provide eligibility determinations and ongoing benefit authorizations for applicants and clients receiving benefits from public and family assistance programs.

This is a supervisory job class with substantial responsibility for the exercise of independent judgment in employing, disciplining, or adjudicating grievances of subordinates.

Distinguishing Characteristics

The Eligibility Technician IV supervises the staff and operations of an organized technical unit that determines eligibility and authorizes benefits for recipients of public and family assistance programs. Incumbents serve as unit policy experts and as primary contacts with other units, management, and contractor service providers, and use independent judgment and initiative to ensure the effective delivery of client services. Incumbents do not routinely carry a caseload on an ongoing basis.

Eligibility Technician IV is distinguished from Eligibility Technician III by the latter's responsibility to formally lead and train lower level technical staff and/or perform specialized services and manage the most difficult or controversial cases.

Eligibility Technician IV is distinguished from Eligibility Office Manager I by the latter's responsibility to directly supervise technical and clerical staff and manage the day-to-day operations and needs of one or more discrete public and family assistance offices. Supervision of clerical or other support staff does not automatically preclude allocation to Eligibility Technician IV, and the full scope of responsibilities with respect to the operations of the office must be considered when allocating supervisory positions to appropriately distinguish between these two job classes.

Examples of Duties

Plan, organize, and manage the operations of the unit to ensure that accurate and timely eligibility determinations and performance expectations and outcomes are met.

Exercise full supervisory authority over subordinate staff. Recruit, appoint, promote, and transfer subordinates. Adjudicate first-level grievances.

Assess staff training needs; schedule staff for formal classroom training; plan, organize, and provide direct on-the-job training or initiate through lead staff; and maintain all pertinent staff training records.

Prioritize and assign cases to appropriate staff based on relevant training, experience, and current caseload.

Review and evaluate the work of unit staff and case actions to ascertain accuracy and compliance with policy, guidelines, and procedures. Observe staff work practices and interactions with clients and other

Eligibility Technician/Eligibility Office Manager

staff and identify factors which characterize assessment of performance. Communicate expectations to staff.

Prepare scheduled and ad hoc reports, which typically track and articulate issues or developing trends with regard to the caseloads and performance of unit staff, for office and regional management.

Regularly review policies, procedures, and manuals to stay current on new policy and procedural materials and ensure that clear and appropriate direction is provided to unit staff. Communicate policy changes to the team. Clarify and monitor unit application of policy and procedures to ensure accuracy and consistency.

Directly conduct or initiate unit meetings through lead staff to discuss policy and procedural directives, manual changes, and unit and other operations in order to address concerns, solicit input, offer solutions and comments, share expertise on current issues, and facilitate additional training.

Research and respond to inquiries and complaints from other units, office and regional managers, elected and appointed officials, state and federal legislators, and the general public.

Review or delegate client requests for fair hearings to Eligibility Technician III, or forward the request to Field Services if unable to resolve at the local level.

Conduct public relations and outreach activities with community organizations and other agencies to promote access, use, and understanding of available services. Coordinate related in-service training with other agencies.

Knowledge, Skills, and Abilities

Thorough knowledge of objective interviewing, examination, and information-gathering techniques to obtain and/or verify factual information.

Considerable knowledge of all public and family assistance programs and subprogram rules and regulations, requirements, policies and procedures.

Considerable knowledge of the communication styles and needs of diverse clientele and techniques and methodology of effective customer service delivery.

Considerable knowledge of available community resources and services and possible application to an individual's situation.

Working knowledge of the practices and techniques of directing, evaluating, and training subordinates, including those of task assignment, delegation, time management, and team building.

Working knowledge of the requirements and procedures of the fair hearing function, including the methods used to analyze case files and related evidence, extract relevant information, draw a conclusion, and present a strong argument or position, or of home visit and quality-assurance activities.

Skill in independently organizing work and time, establishing and prioritizing competing priorities, working under pressure, and meeting regulatory deadlines.

Skill in researching, comprehending, interpreting, and applying federal and state laws, legal or judicial documents, program policies, procedures, guidelines, and instructions.

Skill in interpreting and effectively communicating program information and requirements in precise and understandable terms, verbally and in writing.

Ability to gain confidence of persons and groups requiring services and ask questions to elicit required information.

Eligibility Technician/Eligibility Office Manager

Ability to draft unit policy and procedure documents in conformance with established standards.

Ability to meet and deal tactfully with the public, collaborate with other community offices and organizations, speak to large groups to promote and explain the agency's programs, and establish and maintain cooperative working relationships.

Ability to maintain composure, use diplomacy and tact in order to respond to complaints, mediate disputes, and effectively de-escalate crisis and hostile situations when dealing with a variety of individuals.

Ability to impart knowledge to lower level staff in the interpretation and application of rules, regulations, guidelines, policies, and procedures of State and federal programs.

Ability to coordinate and properly implement procedures and program changes.

Minimum Qualifications

High school graduation or GED certification;
AND either

One year of lead or advanced level experience as an Eligibility Technician III with the State of Alaska or its equivalent with another employer.

OR

Three years of journey level experience as an Eligibility Technician II with the State of Alaska or its equivalent with another employer, plus one year of experience in any field where supervision and/or management responsibilities constitute the primary purpose or role of the position.

Special Note

[none]

Minimum Qualification Questions

Have you graduated from high school or received your GED certification?

AND

Do you have one year of experience as an Eligibility Technician III with the State of Alaska or its equivalent with another employer?

Or Substitution:

Have you graduated from high school or received your GED certification?

AND

Do you have three years of experience as an Eligibility Technician II with the State of Alaska or its equivalent with another employer, plus one year of experience in any field where supervision and/or management responsibilities constituted the primary purpose or role of the position?

Eligibility Office Manager I

Series Description

Eligibility Office Managers are professional positions responsible for directing the staff and operations of one or more discrete offices that provide delivery of public and family assistance programs to eligible applicants and ongoing clients and are not otherwise directly managed by a higher-level Eligibility Office Manager, Public Assistance Field Services Manager, or similar managerial class.

Class Definition

Eligibility Office Manager I is the first level of the professional series in which incumbents direct staff and manage the programmatic delivery and operational logistics of one or more discrete offices that provide the delivery of public and family assistance programs to eligible applicants and ongoing clients.

This is a supervisory job class with substantial responsibility for the exercise of independent judgment in employing, disciplining, or adjudicating grievances of subordinates.

Distinguishing Characteristics

The Eligibility Office Manager I provides direct supervision to technical and clerical or other support staff that determine eligibility and authorize benefits from public and family assistance programs to eligible applicants and ongoing clients from one or more discrete offices. Incumbents represent the final authority on all case actions conducted by the office and are responsible for the performance of the office as measured through standards of timeliness and accuracy of eligibility determinations, re-determinations, and authorized benefits in accordance with policy, guidelines, and established procedures. Incumbents are managers and do not routinely carry a caseload on an ongoing basis.

The Eligibility Office Manager I is the senior staff member in the office whose primary responsibility is to serve as the principal managerial link between the delivery of services at the local level of the office and regional and statewide management teams in order to provide office status reports; discuss and network information regarding emergent delivery trends, issues, needs, or changes in processes and participate in the development and coordinate the implementation of changes in programmatic policy, workload, or staffing in their respective offices. Incumbents contribute subject-matter and operational expertise towards the clarification or development of policy or procedures for the agency but do not independently develop and implement procedures or processes beyond the scope of the office.

The Eligibility Office Manager I is responsible for and manages the operational logistics of the office site, including the determination of layout and allocation of office spaces; assessment, justification, and recommendation of office staff levels and equipment; and coordination of site security. Incumbents serve as liaisons with other agencies and regularly coordinate operations with Alaska Department of Labor and Workforce Development Job Centers and other onsite partner agencies to ensure that overlapping services, processes, and procedures meet mutual client needs. Incumbents justify, recommend, and control office expenditures to regional management but do not specifically formulate or approve final operational budgets.

Eligibility Office Manager I is distinguished from Eligibility Technician IV by the latter's responsibility to exercise full supervisory authority over a technical unit that determines eligibility and authorizes benefits for recipients of public and family assistance programs. Supervision of clerical or other support staff does not automatically preclude allocation to Eligibility Technician IV, and the full scope of responsibilities with respect to the operations of the office must be considered when allocating supervisory positions to appropriately distinguish between these two job classes.

Eligibility Office Manager I is distinguished from Eligibility Office Manager II by the latter's responsibility to plan, implement, and manage the day-to-day operations and of one or more large public and family assistance offices through one or more subordinate technical supervisors.

Examples of Duties

Eligibility Technician/Eligibility Office Manager

The listed duties are illustrative only and are not intended to describe every function that may be assigned to this job class. Some duties may overlap with the Eligibility Technician IV job class; however, in addition to those duties typical of the Eligibility Technician IV, positions allocated in this job class may also:

Independently develop and establish procedures and processes specific to delivery of client services by the office in accordance with regulations, policies, and guidelines.

Conduct special projects designed to evaluate new policies and procedures for special grants or pilot or legislative projects.

Monitor office budget allocations and expenditures to ensure they are not exceeded during the fiscal year.

Monitor office facilities to ensure maintenance and repairs are completed and take the appropriate measures to remedy any deficiencies.

Assess, justify, and develop office floor plans to improve customer service, workflow, and/or workplace safety. Recommend for approval from regional or division management teams.

Represent the office in regularly scheduled regional management meetings or teleconferences in order to provide office status reports and discuss and network information regarding emergent office trends, issues, needs, or changes in processes; plan and coordinate the effective or improved delivery of services across multiple units, offices, or regions; review and comment on evolving programmatic policy; or address and resolve issues and trends that directly impact programmatic operations on an ad hoc basis.

Serve as primary point of contact and liaison to onsite partner agencies; review and evaluate operational requests presented partner agencies for their potential service and/or financial impact to the programmatic mission or office operations and recommend approval or disapproval to regional or division management teams; respond to inter-agency concerns, issues, and conflicts; and attempt resolution of issues at the local level.

Knowledge, Skills, and Abilities

Thorough knowledge of all public assistance programs and subprograms' rules and regulations, requirements, policies, and procedures and the ability to apply that knowledge to the most difficult caseload situations.

Considerable knowledge of available community resources and services and possible application to an individual's situation.

Working knowledge of personnel and office management principles and the practices and techniques of supervision, including those of directing, evaluating, and training staff.

Working knowledge of the requirements and procedures of the fair hearing function, including the methods used to analyze case files and related evidence, extract relevant information, draw a conclusion, and present a strong argument or position, or of home visit and quality-assurance activities.

Some knowledge of the principles of office management and the administrative processes necessary to support the operations of a business, such as purchasing, inventory, and financial monitoring.

Skill in imparting knowledge to lower level staff, in the interpretation and application of rules, regulations, guidelines, policies and procedures of State and federal programs.

Skill in maintaining composure, applying diplomacy and tact in order to respond to complaints, mediating disputes, and effectively de-escalating crisis and hostile situations when dealing with a variety of individuals.

Eligibility Technician/Eligibility Office Manager

Ability to plan, develop, and manage workforce based on organizational goals, budget considerations, and staffing needs.

Ability to plan, organize, and evaluate office operations and the activities of staff, including training, performance, and productivity.

Ability to hold self and others accountable for measurable, high-quality, timely, and cost-effective results; determine objectives, set priorities, and delegate work; accept responsibility for mistakes; and comply with established control systems and rules.

Ability to develop and implement office plans, methods, procedures, and standards to ensure the delivery of services in accordance with State and federal regulations.

Ability to collaborate with other community offices and organizations to establish effective public relations, and to speak to large groups to promote and explain the agency's programs.

Minimum Qualifications

High school graduation or GED certification;
AND either

One year of supervisory level experience as an Eligibility Technician IV with the State of Alaska or its equivalent with another employer.

OR

Two years of lead or advanced level experience as an Eligibility Technician III with the State of Alaska or its equivalent with another employer.

OR

Three years of experience as an Eligibility Technician II with the State of Alaska or its equivalent with another employer, plus two years of experience in any field where supervision and/or management responsibilities constituted the primary purpose or role of the position.

Special Note

[none]

Minimum Qualification Questions

Have you graduated from high school or received your GED certification?

AND

Do you have one year of experience as an Eligibility Technician IV with the State of Alaska or its equivalent with another employer?

Or Substitution:

Have you graduated from high school or received your GED certification?

AND

Do you have two years of experience as an Eligibility Technician III with the State of Alaska or its equivalent with another employer?

Or Substitution:

Have you graduated from high school or received your GED certification?

AND

Do you have three years of experience as an Eligibility Technician II with the State of Alaska or its equivalent with another employer, plus two years of experience in any field where supervision and/or management responsibilities constituted the primary purpose or role of the position?

Eligibility Office Manager II

Series Description

Eligibility Office Managers are professional positions responsible for directing the staff and operations of one or more discrete offices that provide delivery of public and family assistance programs to eligible applicants and ongoing clients and are not otherwise directly managed by a higher-level Eligibility Office Manager, Public Assistance Field Services Manager, or similar managerial class.

Class Definition

Eligibility Office Manager II is the second level of the professional series in which incumbents direct one or more discrete offices where the scale or logistics of operations are large enough to require the direction of staff and operations through one or more technical eligibility supervisors due to the size and demographics of client populations and/or geographic separation of multiple office sites.

This is a supervisory job class with substantial responsibility for the exercise of independent judgment in employing, disciplining, or adjudicating grievances of subordinates.

Distinguishing Characteristics

The Eligibility Office Manager II may directly supervise non-supervisory technical and clerical or other support staff but is primarily responsible for planning, implementing, and managing the day-to-day operations and needs of the office or offices through direction of one or more subordinate Eligibility Technicians IV. Incumbents are managers and do not routinely carry a caseload on an ongoing basis.

The Eligibility Office Manager II is the senior supervisory staff member in the office whose primary responsibility is to serve as the principal managerial link between technical eligibility supervisors and regional and statewide management teams in order to provide office status reports; discuss and network information regarding emergent delivery trends, issues, needs, or changes in processes and participate in the development and coordinate the implementation of changes in programmatic policy, workload, or staffing in their respective offices. Incumbents contribute subject-matter and operational expertise towards the clarification or development of policy or procedures for the agency but do not independently develop and implement procedures or processes beyond the scope of the office.

The Eligibility Office Manager II is responsible for and manages the operational logistics of the office site, including the determination of layout and allocation of office spaces; assessment, justification, and recommendation of office staff levels and equipment; and coordination of site security. Incumbents serve as liaisons with other agencies and regularly coordinate operations with Alaska Department of Labor and Workforce Development Job Centers and other onsite partner agencies to ensure that overlapping services, processes, and procedures meet mutual client needs. Incumbents justify, recommend, and control office expenditures to regional management but do not specifically formulate or approve final operational budgets.

Eligibility Office Manager II is distinguished from Eligibility Office Manager I by the latter's responsibility to directly supervise technical and clerical eligibility staff and manage the day-to-day operations and needs of one or more discrete public and family assistance district offices.

Eligibility Office Manager II is distinguished from Public Assistance Field Services Manager II by the latter's responsibility to plan and manage the effective delivery of a wide range of assistance and employment programs and services throughout a geographic region of the state.

Examples of Duties

The listed duties are illustrative only and are not intended to describe every function that may be assigned to this job class. Some duties may overlap with both the Eligibility Technician IV and Eligibility Office Manager I job classes; however, positions in this job class may typically:

Eligibility Technician/Eligibility Office Manager

Coordinate and direct the personnel activities for one or more units or public and family assistance offices. Exercise independent judgment in appointing, disciplining, and adjudicating grievances for subordinate supervisory staff.

Conduct special projects designed to evaluate new policies and procedures for special grants or pilot or legislative projects.

Independently develop and establish procedures and processes specific to delivery of client services by the office in accordance with regulations, policies, and guidelines.

Plan and initiate coordinated delivery of client services through multiple offices and/or technical units and clerical staff.

Review and evaluate the work of supervisory staff and unit performance to ascertain accuracy and compliance with policy, guidelines, and procedures; observe supervisory work practices and interactions with subordinate staff and clients. Identify factors which characterize either excellent performance or may contribute to poor performance. Communicate office expectations to supervisory staff.

Prepare for and discuss with supervisory staff written performance appraisals, which reflect measurable performance criteria that communicate clear objectives, goals, and expectations.

Monitor the work activities and performance standards of unit supervisors through the preparation and review of reports, including office, unit, and individual staff caseloads, case review results, and certification errors in order to plan, organize, and redirect caseloads to ensure timeliness of work product with regard to accurate office implementation of program requirements, policies, and procedures.

Facilitate meetings with supervisory and general office staff to announce and discuss major changes in policy or practice, updates on special projects and division or departmental initiatives, facilities management issues, or participation in community or regional events. Review changes with subordinate supervisors, assess the operational impact of changes, address concerns, and solicit input and recommendations for the effective implementation of changes.

Conduct or commit office staff to performance of regular community outreach. Develop and maintain collaborative contacts with community agencies, charitable organizations, and private businesses in order to assess emergent needs, provide training and improve information sharing, and facilitate enhanced delivery of mutual or alternative client services.

Knowledge, Skills, and Abilities

Thorough knowledge of all public assistance programs and subprograms' rules and regulations, requirements, policies, and procedures and the ability to apply that knowledge to the most difficult caseload situations.

Considerable knowledge of available community resources and services and possible application to an individual's situation.

Working knowledge of personnel and office management principles and the practices and techniques of supervision, including those of directing, evaluating and training staff.

Working knowledge of the requirements and procedures of the fair hearing function, including the methods used to analyze case files and related evidence, extract relevant information, draw a conclusion, and present a strong argument or position, or of home visit and quality assurance activities.

Some knowledge of the principles of office management and the administrative processes necessary to support the operations of a business, such as purchasing, inventory, and financial monitoring.

Eligibility Technician/Eligibility Office Manager

Skill in imparting knowledge to lower level staff in the interpretation and application of rules, regulations, guidelines, policies, and procedures of State and federal programs.

Skill in maintaining composure, applying diplomacy and tact in order to respond to complaints, mediating disputes, and effectively de-escalating crisis and hostile situations when dealing with a variety of individuals.

Ability to plan, develop, and manage workforce based on organizational goals, budget considerations, and staffing needs.

Ability to plan, organize, and evaluate office operations and the activities of staff, including training, performance, and productivity.

Ability to hold self and others accountable for measurable, high-quality, timely, and cost-effective results; determine objectives, set priorities, and delegate work; accept responsibility for mistakes; and comply with established control systems and rules.

Ability to develop and implement office plans, methods, procedures, and standards to ensure the delivery of services in accordance with State and federal regulations.

Ability to collaborate with other community offices and organizations to establish effective public relations, and to speak to large groups to promote and explain the agency's programs.

Minimum Qualifications

High school graduation or GED certification;
AND either

One year directing the staff and operations of one or more offices as an Eligibility Office Manager I with the State of Alaska or its equivalent with another employer.

OR

Two years of supervisory level experience as an Eligibility Technician IV with the State of Alaska or its equivalent with another employer.

OR

Three years of lead or advanced level experience as an Eligibility Technician III with the State of Alaska or its equivalent with another employer.

Special Note

[none]

Minimum Qualification Questions

Have you graduated from high school or received your GED certification?

AND

Do you have one year of experience as an Eligibility Office Manager I with the State of Alaska or its equivalent with another employer?

Or Substitution:

Have you graduated from high school or received your GED certification?

AND

Do you have two years of experience as an Eligibility Technician IV with the State of Alaska or its equivalent with another employer?

Or Substitution:

Have you graduated from high school or received your GED certification?

AND

Do you have three years of experience as an Eligibility Technician III with the State of Alaska or its equivalent with another employer?