



Eligibility Technician

Hiring Range : \$3,400—\$3,740 Monthly + Benefits

The County of Yuba is currently recruiting for the position of Eligibility Technician in the Health and Human Services Department. Currently, there are multiple vacancies. The incumbent will determine eligibility of applicants and recipients for public assistance programs and/or assist with acquiring services and benefits through interactive interviewing and fact gathering; maintain current knowledge of multiple program regulations and procedures necessary for multi-program caseload determination; authorize payments following program procedures and guidelines; initiate and process case work through an automated system; identify needs and provide information or referral for health, social and/or employment services; act as an advocate for clients and their dependents by assisting in the preparation of forms and documents, obtaining and presenting evidence for claims or benefits and by representing clients before other agencies by following-up on claims or applying for benefits that may have been denied; provide quality customer service, and perform related work as assigned. This position reports directly to an Eligibility Supervisor and may receive lead direction from a Senior Eligibility Technician.

Ideal Candidate: The ideal candidate will have techniques for interviewing and gathering information from a varied population as well as mathematics sufficient to interpret customer income and expense information and to calculate benefits within program guidelines. Candidate will have the ability to learn the human service programs and community resources provided by the County. Communicating clear and accurate information regarding customers to social workers and interpreting and explaining complex rules, regulations, procedures and technical information is required. Ability to maintain composure, keep emotions in check, control anger, and avoid aggressive behavior even in very difficult situations. It is essential to establish and maintain effective working relationships with those contacted in the course of work. Must have ability to organize, plan and prioritize work, develop specific goals and plans to accomplish your work in a timely manner as established by regulations and local policy.

Required Qualifications: Minimum: Graduation from high school and two (2) years of responsible office support experience which has involved extensive public contact, interviewing and decision making within procedural guidelines.

Preferred: In addition to the minimum, two (2) years of college education (60 semester units) with major coursework in a field related to human services, experience in a customer service call center, and additional experience as previously described.

Special Requirements: VALID TYPING CERTIFICATE REQUIRED WITH APPLICATION. Minimum Net 35 wpm. Must indicate results from a 5 min. test, testing agency and no more than 12 months old (internet and/or online tests NOT acceptable). Failure to provide valid typing certificate by the final filing date will result in disqualification.

May be required to work a flexible shift outside of normal



SAVE THE DATE: NOVEMBER 23 & 24, 2020

Qualified applicants **MUST** participate in one of the required exam sessions tentatively scheduled for **November 23 & 24, 2020**. Details regarding selection process will follow after the final filing date. Please be sure to check your email regularly.

working hours including evening and weekend hours. If assigned to the Customer Service Call Center, will be required to work a flexible schedule to include evening and weekend hours.

Licenses and Certifications: When assigned to Veterans' Services and within one year of employment, obtain and maintain annually thereafter the Veterans Affairs accreditation by a National Service Organization and/or the California Department of Veterans Affairs.

About the Health and Human Services Department: The Department provides a wide array of services through a diverse system of holistic programs. It is responsible for planning, managing, coordinating, and delivering a continuum of services in a manner that is responsive to the needs of the community. The department is committed to promoting a safe, healthy and self-sufficient environment and investing in the community to improve the overall well-being of our residents. Divisions include: Adult Services; Child Welfare Services; Public Assistance; Employment Services; Housing and Integrated Services; Public Health; Veterans Services; and Finance and Administration.

About Yuba County:

Yuba County is situated in the Northern Sacramento Valley, approximately 40 miles north of the State Capitol in Sacramento and two hours away from San Francisco and Lake Tahoe. The boundaries stretch from the farms and orchards of the valley to the timberlands of the Sierras. Yuba County offers its residents the many advantages of a rural lifestyle away from the pressures of the urban areas. The County's rivers, lakes and outdoor recreation areas provide excellent hunting, fishing, boating and skiing opportunities. Our County vision is to create a "golden" future for Yuba County by inspiring a community of participation, embracing our unique history, and discovering the wealth of our untapped potential.

The County of Yuba is a Merit Based Equal Opportunity Employer encouraging Workforce Diversity and an E-Verify Employer

Work With Us!

County of Yuba Human Resources
915 8th Street, Suite 113
Marysville, CA 95901
(530) 749-7862

Final Filing Date:

Friday, November 6, 2020 at 5:00 PM

For specific details, a complete benefit summary and to apply please visit:

<https://www.calopps.org/yuba-county>