



BOARD OF COUNTY COMMISSIONERS
WARREN COUNTY, OHIO
406 Justice Drive, Lebanon, Ohio 45036
www.co.warren.oh.us
Commissioners@co.warren.oh.us

OFFICE OF MANAGEMENT AND BUDGET

JOB CLASSIFICATION TITLE: ELIGIBILITY REFERRAL
SPECIALIST II

DEPARTMENT: DEPARTMENT OF JOB AND
FAMILY SERVICES, HUMAN
SERVICES DIVISION

PROBATIONARY RATE: \$19.45 PER HOUR

SCHEDULED HOURS: 40 HOURS PER WEEK

CIVIL SERVICE STATUS: CLASSIFIED

SEE ATTACHED CLASSIFICATION SPECIFICATION FOR MINIMUM
QUALIFICATIONS AND ILLUSTRATIVE DUTIES OF THIS POSITION

POSTING PERIOD: THIS NOTICE IS BEING POSTED FOR A PERIOD OF
TIME NOT LESS THAN SEVEN (7) CONSECUTIVE
CALENDAR DAYS, BEGINNING NOVEMBER 15, 2024.

VISIT WWW.CO.WARREN.OH.US AND COMPLETE THE APPLICATION AS
FOLLOWS: CLICK ON JOB OPPORTUNITIES THEN CLICK ON WARREN
COUNTY APPLICATION FOR EMPLOYMENT, THEN DOWNLOAD TO YOUR
DESKTOP AND EMAIL THE COMPLETED APPLICATION TO:
WCCOMMAPP@CO.WARREN.OH.US PLEASE CONTACT SUSAN SPENCER
WITH QUESTIONS AT: 513-695-1747.

APPLICATIONS WILL BE ACCEPTED UNTIL POSITIONS ARE FILLED

WARREN COUNTY IS AN EQUAL OPPORTUNITY EMPLOYER

YOU WILL HIT THE *BULLSEYE* WORKING FOR WARREN COUNTY

PERKS & BENEFITS WORKING FOR WARREN COUNTY



WORK ENVIRONMENT

- Work/Life Balance
- Job Stability



PAID TIME OFF

- Holidays - 11.5 annually
- Vacation - 2 weeks after 1st year



BENEFITS

- Health Insurance*



RETIREMENT

- 14% employer contribution into the Ohio Public Retirement System*

Health Insurance - Available after 30 days, 2 Med/Rx plan choices with monthly family premium range from **\$270 to even \$0 (5x cheaper than the private sector)**; \$0 premium cost for Dental, Vision, Life, HSA, FSA, EAP, Weight Watchers, On-site Biometrics & Day Off Work (Dave's Day for Your Life) and many more!

Retirement - Ohio Public Employee Retirement System; Employee 10%/Employer 14% of earnings (pre-tax)

VISIT WWW.CO.WARREN.OH.US FOR ALL JOB POSTINGS.
QUESTIONS CALL: SUE SPENCER 513.695.1747

WARREN COUNTY COMMISSIONERS POSITION DESCRIPTION

Department:	Warren County JFS, Division of Human Services	Employee:	
Class Title:	Eligibility Referral Specialist II	Position Title:	Eligibility Referral Specialist II
Class Number:	30122	Reports to:	ER Supervisor I
Probation:	365 Days	FLSA:	Non-exempt
Civil Service Status:	Classified	Lunch:	Unpaid
Employment Status:	Full Time	Pay Range:	6

SUMMARY OF ESSENTIAL DUTIES

The primary purpose of the Eligibility Referral Specialist II position is to interview public assistance applicants who have submitted initial applications seeking eligibility for programs and benefits, or to assess ongoing eligibility for those requiring a re-determination of status of benefits received. Additionally, this classification also processes public assistance overpayments, under issuances, and may conduct administrative hearings.

MINIMUM QUALIFICATION

The position requires a high school diploma or equivalent with at least 2 years of customer service experience in an office environment or experience as an Eligibility Referral Specialist 1. Strong communication/organization skills and computer experience are needed. Ability to work in a fast pace environment.

The individual must have a current driver license and provide a copy if requested by the Department Head or Supervisor.

UNUSUAL WORKING CONDITIONS/HAZARDS

The position requires no unusual physical effort. Occasional walking, standing, bending, or lifting light objects is required. The incumbent works in an office setting where the probability of injury is low.

WARREN COUNTY COMMISSIONERS POSITION DESCRIPTION

ESSENTIAL FUNCTIONS

1. Interview public assistance applicants either via phone or face to face to determine their initial and ongoing eligibility for one or more agency programs or services.
2. Maintains communication with ongoing public assistance clients to determine their continued eligibility for public assistance, and may assess ongoing clients' employment situation and seek to resolve any barriers to employment these public assistance clients may be experiencing.
3. Processes public assistance overpayments and under issuances, and determines eligibility for emergency assistance and self-sufficiency assistance programs (e.g., Prevention, Retention and Contingency Services (PRC)) which includes interviewing applicants, collecting necessary program verifications, documenting client needs, discussing service alternatives, assisting in the location of goods and services, making contacts with service providers, and initiating referrals.
4. Contacts other public and private sector agencies to establish potential work experience sites for educational and/or training program participants and to establish and maintain working relationships for the provision of employment and workforce development activities.
5. Tracks clients work activity hours and assists ongoing clients in job search/retention activities.
6. Attends or conducts hearings and meeting regarding public assistance issues/cases and employment issues.
7. Performs miscellaneous tasks associated with the duties of the Eligibility Referral Unit as assigned.

KNOWLEDGE, SKILLS AND ABILITIES

Knowledge	Skills	Abilities
Office practices and procedures	Oral communication	Extract information from various sources
State, Federal and local laws, rules and regulations	Typing and Writing	Listen for problems or issues and provide responses or explanations
Agency computer systems	Organization	Interact with hostile or angry individuals
Relevant agencies and community programs for referrals	Time Management	Prepare correspondence
Public Assistance Policy	Computer Skills	Perform intermediate mathematical operations and interview others
English grammar and		Work on multiple tasks and

WARREN COUNTY COMMISSIONERS
POSITION DESCRIPTION

composition		projects
-------------	--	----------

This position description in no manner states or implies that these are the only duties and responsibilities of Eligibility Referral Specialist II. My signature below signifies that I have reviewed the contents of my position description and that I am aware of the requirements of my position. I further certify that I have reviewed the most recent copy of the Warren County Commissioners Personnel Policy Manual.

Employee's Signature

Date

Signature of Agency Representative and Title

Date