

POSITION DESCRIPTION

OHIO DEPARTMENT OF ADMINISTRATIVE SERVICES

AGENCY
Job and Family Services

DIVISION OR INSTITUTION
Athens County

UNIT OR OFFICE
Community Services

State Agency County Agency New Position Change

County of Employment
Athens

USUAL WORKING TITLE OF POSITION
ERS 2

POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR
13000.0 Eligibility Referral Supervisor

NORMAL WORKING HOURS (Explain unusual or rotating shift)
M - F 8:00 am. - 5:00 pm. (Flex time)

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JOB DESCRIPTION AND WORKER CHARACTERISTICS

%	Job Duties in Order of Importance	Minimum Acceptable Characteristics
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60	Interviews applicants both in person and by telephone for <i>all*</i> public assistance programs. Explains all available programs, including the eligibility factors for each program. Explains hearing rights, agency and recipient responsibilities. Operates computer data system processing benefits and inquiries about cases.	11b, 13 a,b, 16, 25b, 30 b,c,f,h,j, 31 a,b,c,d, 32 i,j,k,l,n,o,q, 33 a,e, 34 a,b,c,d,f,i
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20	Maintains case records data and supportive materials, completes forms, writes program reports and prepares correspondence. Collects analyzes and interprets valid information and data; enters data in to computer. Participated in in-service training. Cooperates with coworkers and other agencies so applicants and recipients receive benefits promptly.	
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15	Receives complaints and problem reports from recipients within caseload and the general public. Attempts to resolve them or makes referrals. Prepares overpayment forms, appeal summaries and also represents agency at hearings. Maintains the skills necessary to access on-line manuals. Offers fair and courteous service to applicants/recipients, processes applications and changes promptly as requires by ODJFS and ACDJFS policies and procedures.	
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5	Other duties as assigned. May be required to perform duties under supervision of the Athens County Red Cross during an emergency in accordance with the Athens County Job and Family Services Disaster Plan and the Athens County Emergency Operations Plan.	
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* Initial determinations of eligibility for public assistance programs other than Food Stamps or Emergency Assistance comprise 20% or more of total duties

Minimum Qualifications:

High School Diploma or GED; valid Ohio Driver's License. Having held this position within the last 3 years meets the minimum qualifications.

Baccalaureate or Associate Degree preferred.

List Position Numbers and Class Titles of Positions Directly Supervised:

SIGNATURE OF AGENCY REPRESENTATIVE

DATE

John Demorhy

6/2/21

POSITION CONTROL NUMBER
25007.0

CLASS TITLE
Eligibility Referral Specialist 2

CLASS NUMBER
17223