

ELIGIBILITY CLERK (SPANISH SPEAKING)

DISTINGUISHING FEATURES OF THE CLASS: Under general supervision, an incumbent in this position completes intake forms and verifies eligibility of applicants for various Federal and State funded programs. This level of work entails the learning of applicable regulations, established policies, and procedures related to eligibility through the review and evaluation of applications for the agency's assistance, maintenance of agency records, and supervised contact with applicants. Duties require proficiency in both the Spanish and English language, providing interpretive and information services. Supervision is not a responsibility of this class. Does related work as required.

EXAMPLES OF WORK: (Illustrative Only)

Communicates orally and in writing in both the Spanish and English language;

Reviews certification forms to determine that all statements are complete and consistent with every other item of information provided;

Asks applicants for additional information required to complete an application;

Insures that applicants applying for assistance receive appropriate financial forms necessary to determine eligibility;

Assists in evaluating an applicant's financial eligibility for assistance;

Assists in determining initial categorical eligibility;

Advises applicant about the program under which he/she is eligible for assistance;

Maintains current case data in automated management systems as appropriate to the program area assignment;

Refers cases to a higher level supervisor where fraud seems indicated or suspected;

Uses computer applications or other automated systems such as spreadsheets, word processing, calendar, e-mail and database software in performing work assignments;

May perform other incidental tasks, as needed.

Performs related clerical tasks as required.

REQUIRED KNOWLEDGE, SKILLS, ABILITIES, AND ATTRIBUTES: Familiarity with office procedures and practices; ability to work effectively with other employees; ability to meet with the public; ability to analyze facts related to the determination of financial eligibility for assistance; ability to work with applicable regulations governing the program; ability to understand and follow oral and written instructions; ability to record information legibly and accurately; ability to read, write and listen to the Spanish language at a level sufficient to pass a Spanish Language Proficiency Test; ability to read, write, speak, understand, and communicate in English sufficiently to perform the essential duties of the position; ability to effectively use computer applications such as spreadsheets, word processing, calendar, e-mail and database software; tact; emotional maturity; physical condition commensurate with the demands of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: Possession of a high school diploma or equivalency and three years of clerical experience, one year of which must have included the use of automated systems and involved the processing, examination or evaluation of completed forms.

SUBSTITUTION: Satisfactory completion of 30 credits* may be substituted on a year for year basis for each year of the above stated experience.

*SPECIAL NOTE: Education beyond the secondary level must be from an institution recognized or accredited by the Board of Regents of the New York State Education Department as a post-secondary, degree-granting institution.

NOTE: Unless otherwise noted, only experience gained after attaining the minimum education level indicated in the minimum qualifications will be considered in evaluating experience.