

THE NAVAJO NATION
Department of Personnel Management
JOB VACANCY ANNOUNCEMENT

REQUISITION NO: DOH0359870

DATE POSTED: 03/30/15

POSITION NO: 940399

CLOSING DATE: 04/10/15

POSITION TITLE: ELIGIBILITY TECHNICIAN

DEPARTMENT NAME / WORKSITE: DOH/Food Distribution Program/Leupp, AZ

WORK DAYS: MON-FRI REGULAR FULL TIME: GRADE/STEP: AB58A

WORK HOURS: 8:00am-5:00pm PART TIME: NO. OF HRS./WK.: _____ \$ 24,128.00 PER ANNUM

SEASONAL: DURATION : _____ \$ 11.60 PER HOUR

TEMPORARY: _____

DUTIES AND RESPONSIBILITIES:

Screens and conducts assessment to determine eligibility for services; maintains accurate procedures for determining eligibility and availability of benefits; monitors and assists with client eligibility status; explains program policies and procedures to applicants. Obtains authorization for acceptance or denial for services for Program; ensures that appropriate forms and documents are properly records and transmitted; maintains records of contact. Maintains procedures for contact clients to prevent loss of eligibility of service; ensures timely re-application and/or re-determination of eligibility; abide by policies and procedures governing confidentially. Prepares period report on work activity; attends conferences, seminars, workshops and meetings; prepares complex reports. Provides information to callers regarding procedures, services that Program provides.

QUALIFICATION REQUIREMENTS: (Education, Experience and Training)

Minimum Qualifications:

- A High School diploma or GED
- Two (2) years of work experience in human services or related field

Preferred Qualifications:

- Two (2) years of customer service experience
- Records Management or Case Management training

Special Requirements:

(To receive full credit for education, certification, or licensure, transcripts, copies of degrees, certificates, and other appropriate documents must be submitted along with employment application.)

Special Knowledge, Skills and Abilities:

Knowledge of eligibility requirement for the programs administered; knowledge of record keeping; skill in assessing needs of clients; skill in interpreting and explaining policies, procedures and practices; skill in workload management; customer services; records management; case management; computer literate.

<<A favorable background investigation is required>>

THE NAVAJO NATION GIVES PREFERENCE TO ELIGIBLE AND QUALIFIED APPLICANTS IN ACCORDANCE WITH THE NAVAJO PREFERENCE IN EMPLOYMENT ACT AND VETERANS' PREFERENCE.