

## NOTICE OF VACANT POSITION

**Address all inquiries to:** **HR Officer / Hancock County Job & Family Services**  
P O Box 270, 7814 Co. Rd. 140  
Findlay, Ohio 45839

**Post Date:** September 12, 2023  
**Base Pay:** \$ 17.58

**End Date:** October 12, 2023 or until filled  
**Work Unit:** Family Stability Unit

**Job Title:** Eligibility Referral Specialist

**This is a full-time position. Agency hours are Monday - Friday, 8:00 a.m. to 4:30 p.m. Flex schedules available.**

### **JOB DUTIES:**

Seeking a motivated, detail oriented individual to work with needy families conducting interviews to determine eligibility for assistance. Interviews will typically take place in a call center environment. The ideal candidate will be friendly and show strength in communication in order to explain to individuals their rights and responsibilities, available assistance programs, and agency procedures.

The candidate will demonstrate the ability to maintain accurate case records, utilize a statewide computer system to complete work, and have positive interactions with the public when responding to inquiries.

This is a great opportunity for candidates entering or re-entering the workforce, who enjoy a fast-paced environment. We offer a competitive benefit package and retirement plan.

This description serves as a general summary of duties and is not indicative of every task involved in this role. Find out more by reviewing the posting on our website, <https://co.hancock.oh.us>, under jobs.

Those interested may submit a resume by mail, in person, or by email. Emails can be addressed to Chelsea Wentling at [chelsea.wentling@jfs.ohio.gov](mailto:chelsea.wentling@jfs.ohio.gov)

### **MINIMUM QUALIFICATIONS:**

One year of experience as an Eligibility/Referral Specialist 1; or

Two years experience as Unit Support Worker 2; or

Completion of undergraduate major core coursework in behavioral science, social science or education; once course or six months experience in interviewing techniques, and one course or six months experience in typing, keyboarding, or word processing; or

Two courses or one year of experience in behavioral science, social science, or customer service techniques, one course or six months experience in business English, one course or six months experience in interviewing techniques, and one course or six months experience in typing, keyboarding or word processing.

**All qualified applicants will receive consideration for employment without regard to race, religion, color, sex, national origin, ancestry, sexual orientation, veteran status, disability or age.**