



**BOARD OF COUNTY COMMISSIONERS**  
**WARREN COUNTY, OHIO**  
406 Justice Drive, Lebanon, Ohio 45036  
[www.co.warren.oh.us](http://www.co.warren.oh.us)  
[Commissioners@co.warren.oh.us](mailto:Commissioners@co.warren.oh.us)

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OFFICE OF MANAGEMENT AND BUDGET  
MULTIPLE POSITIONS OPEN

JOB CLASSIFICATION TITLE: ELIGIBILITY REFERRAL  
SPECIALIST II

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

PROBATIONARY RATE: \$16.39 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 SEPTEMBER 12, 2022,  
2022

**VISIT [WWW.CO.WARREN.OH.US](http://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](mailto: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

# WARREN COUNTY COMMISSIONERS POSITION DESCRIPTION

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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.

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## **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**

<b>Knowledge</b>	<b>Skills</b>	<b>Abilities</b>
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**

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composition		projects
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*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**