



Monterey County Department of Social Services Eligibility Worker III – Customer Service Center Departmental Promotional

Monterey County Department of Social Services is seeking enthusiastic applicants, who genuinely care about the community and its members, to fill two full-time Eligibility Worker III positions in Salinas, California. **Monterey County is an Equal Opportunity Employer – Minorities, veterans, and persons with disabilities are strongly encouraged to apply.**

Under limited supervision, the Eligibility Worker III performs the most complex work and specialized assignments requiring an advanced level of technical knowledge in public assistance programs, departmental processes, and caseload administration. Incumbents may be responsible to perform help desk functions, specialized casework functions, provide lead direction, and/or training to a unit of workers determining eligibility of applicants and recipients for public assistance programs; perform interactive interviewing and fact gathering; identify needs and make appropriate referrals for health, social and/or employment services; and perform related work as required. Other assignments may include quality control and/or quality assurance reviews, early fraud prevention programs, representing the county in administrative appeals and fair hearings, or performing other specialized assignments.

This recruitment will be used to fill positions as described below:

Regional Call Center includes processing of applications, completing applications over the phone with customers, and answering questions from customers and staff. This position will also respond to CARE Center customers on various inquiries such as, but not limited to, status of their case and general eligibility, as well as processing cases, answering staff questions, providing back-up to the supervisor, and reviewing cases. Candidates should be efficient in handling the work timely, accurate in their benefit determinations, and punctual to work.

There is a unique schedule of expanded hours/days worked, which is not constant due to the change in required hours of operation during the open-enrollment period. As such, this position requires operating in a system that tracks accuracy, punctuality, and performance. Staff is required to follow set break and lunch times. Schedules/shifts vary as follows:



- Non-Open Enrollment Period - M-F 7:45 a.m.-5:30 p.m.
- During Open Enrollment Period (approximately October-February) - M-F 7:45 a.m.-5:30 p.m., Sat 8:00 a.m.-5:00 p.m. as scheduled
- Open on Christmas Eve and other Holidays as needed

CARE Center includes, but not limited to, answering calls from customers regarding their case and general eligibility, processing cases, answering staff questions, providing back-up to the supervisor, and reviewing cases. Candidates should be efficient in handling the work timely, accurate in their benefit determinations, and punctual to work. This position requires operating in a system that tracks accuracy, punctuality, and performance. Staff is required to follow set break and lunch times. Shift hours are between 7:45 a.m. – 5:30 p.m.

The Eligibility Worker III position provides ongoing opportunities for career advancement, and training. Careers with the Department of Social Services offer the opportunity to promote the social and economic self-reliance of individuals and families served by providing essential resources and services to low-income families, veterans, vulnerable children and adults, and disabled individuals. Monterey County Department of Social Services welcomes, values and encourages diverse voices, opinions, perspectives, and backgrounds to foster an environment where all viewpoints are appreciated. The Department currently has a team of approximately 874 dedicated members serving Monterey County residents.

To learn more about the Department of Social Services, go to: <http://mcdss.co.monterey.ca.us/>

Final Application Date: Friday, December 8, 2017

MINIMUM QUALIFICATIONS

The knowledge, skills and abilities may be acquired through various types of experience, education, or training, typically:

One (1) year of full-time experience performing duties of the Eligibility Worker II classification.

While the above requirements outline the minimum qualifications, applicants may be further evaluated for qualifications beyond those listed. Those applicants that are determined to be most highly qualified will be invited to participate in the next step of the selection process.



DESIRABLE QUALIFICATIONS

Experience working in employment programs is highly desirable.

ADDITIONAL QUALIFICATIONS

- The ability to speak, read and write Spanish in addition to English would be an asset in this position, but is not required.
- Employees who drive on County business to carry out job related duties **must** possess a valid CA Driver License for the class vehicle driven.
- The Department of Social Services will conduct a thorough background and reference check process which includes a Department of Justice fingerprint check.
- Employees **must** have and show their original Social Security Card and a valid CA Driver License or CA State ID on the first day of work.
- This recruitment is only open to current probationary or permanent employees of Monterey County Department of Social Services. Please note: Extra-help, limited-term, and/or temporary staff are not considered probationary or permanent employees.

SALARY RANGE

\$3,636- \$4,967/monthly

TENTATIVE EXAM DATE

Oral Exam: Week of January 15, 2018

BENEFITS

For additional information, please visit <http://www.co.monterey.ca.us/personnel/Benefits.html#sheets>

LEARN MORE

For further information about the position click here: https://secure1.cpsshr.us/mss_jobs/InfoListings.aspx

For further information about the application and selection process, foreign degree equivalency, special testing arrangements, etc. click here: <http://www.mss.ca.gov/>

ABOUT MONTEREY COUNTY

Located on California's picturesque Pacific Coast, the County of Monterey is blessed with mild weather year-round and is home to miles of beautiful beaches, spectacular mountain ranges, groves of redwoods, low-rolling foothills, and a bountiful valley. With a population exceeding 400,000, the County is proud of its vibrant citizenry, great traditions, educational opportunities, and multicultural lifestyles. Boasting such world-renowned attractions as the spectacular Big Sur Coast, 17-Mile Drive, Monterey Bay Aquarium, Cannery Row, the Steinbeck Center, the Monterey Jazz and Blues Festivals and Pebble Beach - possibly the world's most famous golf course, it's easy to see why an estimated 4.3 million visitors a year make Monterey County their destination of choice.



In addition to a thriving tourist trade, Monterey County's economy is largely based on a vigorous agricultural industry. Known as the 'salad bowl of the nation' the Salinas Valley provides fresh vegetables and salad greens to the entire country. California's 16th largest county also provides many educational opportunities for its residents including California State University at Monterey Bay, the Middlebury Institute of International Studies, the Defense Language Institute (DLI), Presidio of Monterey, and the Naval Postgraduate School (NPS). All these factors combine to make Monterey County a healthy, economically diverse region eager to foster and sustain an enriching lifestyle for its residents.

HOW TO APPLY

Applicants must submit a completed online application, including any of the additional documents/materials indicated. Additional documents/materials are included in the online application. Apply online by logging onto https://secure1.cpsshr.us/mss_jobs/JobListings.aspx and click "Apply Now!" for this position. **Note: Your application and any additional material become the property of CPS HR Consulting. Please make a copy for your file. This bulletin will not be available online after the application deadline.**

QUESTIONS AND CONTACT

CPS HR Consulting

Merit System Services Unit

2450 Del Paso Road, Suite 220

Sacramento, CA 95834

Website: www.mss.ca.gov

Email: mss@cpshr.us

Phone: (916) 471-3507

Bulletin Distribution Date: