



Department of

Human Services

Eligibility Determination Specialist

[Eligibility Counselor 1*](#) (click here to see more)

Job Location: Montgomery County, Clarksville Service Center. (Hybrid)

Click [here](#) to apply by: January 29, 2024

ABOUT POSITION

This vacancy is within the Division of Family Assistance. This position is responsible for determining eligibility for Tennessee's Supplemental Nutrition Assistance Program (SNAP, formerly known as food stamps) which provides nutritional assistance benefits to Tennessee residents. This position also supports the Families First Program also known as Temporary Assistance for Needy Families (TANF).

RESPONSIBILITIES

- Determines eligibility/re-eligibility for these programs by independently conducting intensive interviews; obtains and reviews information from customer, partner agencies and departmental information systems
- Understands policies and procedures necessary to interview customers for benefits for these programs
- Administers benefits for SNAP/TANF programs
- Inputs and receives data on multiple automated systems and maintains confidentiality of automated customer data
- Explain program requirements, application procedures, and verification needs, as well as answer all questions regarding current benefits or other available programs.

QUALIFICATIONS

- Bachelor's Degree from an accredited college or university
- Substitution of Experience for Education: Qualifying full-time professional eligibility determination experience may be substituted for the required education on a year-for-year basis **OR**
- Qualifying full-time professional eligibility determination experience as an Eligibility Assistant for the DHS may be substituted for the required education on a year-for-year basis
- Social or human service field experience preferred
- Ability to grasp and utilize various computer programs
- Skilled in active listening, learning, being organized and adaptable
- Ability to prioritize and perform multiple tasks in a busy office with numerous interruptions
- Proficient mathematical skills, typing and analyze complex situations in a case-by-case basis
- Demonstrate ability to work with technical regulations and procedures
- Ability to work independently, meet deadlines and departmental goals.

DHS MISSION:

To build strong families by connecting Tennesseans to employment, education and support services

DHS VISION:

To revolutionize the customer experience through innovation and a seamless network of services

DHS VALUES:

- High Performance
- Collaboration
- Continuous Improvement
- A Shared Vision
- Customer-Centered Solutions

Click [here](#) to find out more about unique benefits:

- Pension
- 401K Match
- Family Tuition
- 12 Paid Holidays
- Career Mentoring
- Emotional Health/Wellness Programs

Target Range
\$37,800 - \$47,304

The directly related experience, knowledge, skills and abilities of the selected candidate will determine the actual salary offer.