

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 <u>here</u> 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.

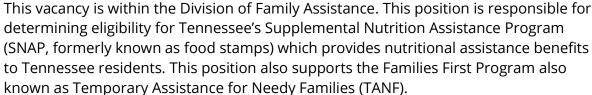
TN Department of Human Services

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



RESPONSIBILITES



- 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 yearfor-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.