TN Department of Human Services

Eligibility Clerk

Family Assistance

Job Location:

Rutherford County

Job Application:

To apply for this position, visit our **Apply Here** web page in a new tab by **November 9, 2026**

About Position:

This vacancy is within the Tennessee Department of Human Services (TDHS), Division of Family Assistance. This position performs clerical work of average difficulty under moderate supervision. An employee in this class performs eligibility-related clerical duties which follow prescribed and well-established procedures. This class differs from an Eligibility Assistant in that an incumbent of the latter conducts interviews and supports Eligibility Counselors with case management and other activities that assist them in determining eligibility for federal benefit programs.

Responsibilities:

- Provides generalized assistance to eligibility staff in routine daily activities associated with the Supplemental Nutritional Assistance Program (SNAP) and Temporary Assistance of Needy Individuals (TANF) programs.
- Promotes a positive image within the Division of Family Assistance by focusing on great customer service verbally and/or electronically.
- Serves as the first point of contact by greeting customers, distributing applications and other program-related materials, collecting, scanning and copying documents provided, assisting with questions, and scheduling appointments.
- Assists customers with self-service options such as kiosks and the customer portal.
- Manages office drop box by ensuring supplies such as pens and envelops are readily available, obtaining contents, and processing new documents upon receipt.
- Maintain employment and resource boards, ensure required signage is visible, and restock pamphlets in the lobby.
- Provides front desk coverage by assisting walk-in-customers, answering phones, retrieving and returning voicemails, and registering applications.
- Receives and processes incoming and outgoing mail and faxes. Enters and uploads documents into various databases and filing systems.

Qualifications:

- High School diploma or equivalent.

Target Range:

The target range for the Eligibility Clerk position is **$28,464 - $35,556**. The directly related experience, knowledge, skills and abilities of the selected candidate will determine the actual salary offer.

Benefits Information:

For more information about employee benefits open our DHS Employee Benefits brochure in a new tab.

DHS Mission:

Strengthen Tennessee by Strengthening Tennesseans

DHS Vision:

To revolutionize the customer experience by growing capacity to reduce dependency.

DHS Values:

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