TN Department of Human Services

Eligibility Determination Specialist

Eligibility Counselor 1*

Job Application: Shelby County

To apply for this position visit our **Apply Here** web page in a new tab by **November 16, 2026**.

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 customers, 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 and/or a combination of para-professional experience as an Eligibility Assistant or a State contractor serving in this capacity for the Department of Human Services may be substituted for the required education on a year-for-year basis.
  OR
- Two years of full-time para-professional experience as an Eligibility Assistant or a State contractor serving in this capacity for the Department of Human Services.

Preferred Skills:

- 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.

Target Range:

The target range for the Eligibility Counselor 1 position is **$39,132 - $48,972**. 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