

ELIGIBILITY WORKER II

Professional Summary

Client-focused Eligibility Worker with a background in authorizing expenditures for eligible benefits recipients. A determined employee with over 3 years spent coordinating application processes to meet required timeframes. Offering dynamic administrative and time management talents. Organized and dependable candidate successful at managing multiple priorities with a positive attitude. Willingness to take on added responsibilities to meet team goals.

Skills

- Proficiency in Microsoft Office and other business management systems
- Documentation and paperwork
- Effective communication skills
- Resource information
- Written and verbal communication
- Appointment Scheduling
- Customer Service
- Conflict Resolution
- Interpersonal Communication

Work History

Eligibility Worker II

01/2019 to Current

County Of San Bernardino – San Bernardino, CA

- 3 years of experience as Eligibility Specialist
- Managed processing of financial assistance and food stamp benefits applications
- Interviewed applicants and explained scope of different available benefits
- Reviewed applications for different aid programs and determined which qualification criteria for individuals
- Assessed information gleaned from interviews, educational, and medical records, consultation with other professionals and diagnostic evaluations to identify clients' abilities, needs and eligibility for services
- Developed extensive fact-checking and research skills by continuously reviewing different programs and options
- Selected qualified applicants to refer to employers for possible job placement purposes
- Documented all communication with applicants and inputted information into system
- Educated patients on eligibility and affordability options by offering insightful information
- Scheduled appointments with applicants to gather information and explain benefits processes
- Referred applicants when services applicant did not have access to for economic assistance

Dpss Eligibility Worker 1 Exam

L Towne

A red circular graphic with a gradient, appearing as a partial circle or a thick arc, located to the right of the L Towne text.

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