



Early Learning Coalition of Escambia County

Position: Eligibility Specialist

Reports to: Eligibility Director

Salary: 32,000-38,000

FLSA:

Non-Exempt

GENERAL DESCRIPTION

Responsible for determining eligibility for school readiness services and coordinating placement in early learning programs to eligible individuals. Completes and maintains all client documents in electronic files. Enters all required information into the state approved computer system. Communicates with program participants via face-to-face meetings, telephone conversations, text, letter mail, and e-mail.

ESSENTIAL JOB FUNCTIONS

1. Conducts school readiness eligibility interviews and maintains all appropriate written and electronic eligibility documentation to support the client's eligibility.
2. Maintains updated information about processes, policies and procedures related to School Readiness and other Coalition programs.
3. Assists with child eligibility determination and enrollment in the Voluntary Pre-Kindergarten program as needed.
4. Performs face-to-face and online appointments with individuals to determine School Readiness eligibility and reviews hard copy and electronic data for accuracy and adherence to funding guidelines.
5. Educates participants to the policies, procedures and requirements of the School Readiness program.
6. Assist participants in collection and completion of appropriate documents as needed.
7. Documents all meetings and customer conversations in the appropriate computer system.
8. Maintains participant information and submits data in a timely manner for required reports.
9. In service participation for programmatic activities as requested such as workshops, seminars, conferences and other formal/informal activities.
10. Refers clients to Child Care Resource and Referral staff for services as necessary.
11. Participate in department staff meetings and in-service training as requested.
12. Support the department projects to offer a parent and child friendly environment.
13. This is a position of special trust and requires a Level II background screening.
14. Other duties as assigned.

Please Note: These essential job functions are not to be construed as a complete statement of all duties performed. Employees may be required to perform other job-related duties as required.

MINIMUM QUALIFICATIONS

1. A Bachelor's degree from an accredited college or university is preferred.
2. Two years of case management or eligibility experience can substitute for college.



Early Learning Coalition of Escambia County

3. Preference will be given to applicants who have previous case management experience.
4. Must be available to work flexible schedule to accommodate early morning, late afternoon or weekend appointments/case management.
5. A Level II background screening with no disqualifying offences must be obtained prior to employment.
6. Periodic out of town and local travel may be required for various training(s).

ESSENTIAL SKILLS REQUIRED

- Strong Customer Service skills and telephone etiquette.
- Knowledge of methods for compiling and organizing data.
- Ability to plan, organize and coordinate multiple work assignments.
- Ability to communicate (in oral and written format) effectively.
- Ability to establish and maintain effective working relationships with others.
- Ability to use computer systems/software; Microsoft Office Suite and general office equipment.
- Ability to type 40 correct WPM.
- Strong organizational skills.
- Effective records management practices.
- Possess problem-solving techniques.

ESSENTIAL PHYSICAL REQUIREMENTS

Frequently sit, stand, walk, twist at the waist, and routinely operate a computer keyboard, telephone, copier and fax machine. Able to operate an automobile. Medium (less than 50 pounds) lifting occasionally required.

Reasonable accommodation will be made for otherwise qualified individuals with a disability.