



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, coordinating placement in early learning programs and providing child care resource and referral services to eligible individuals. Completes and maintains all client documents in electronic files. Enters all required information into the statewide data computer system. Communicates with program participants via face-to-face meetings, telephone conversations, mail, and e-mail. This position offers the option to telework after 90 days of employment.

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 Coalition programs.
3. Assists with child eligibility determination and enrollment in the Voluntary Pre-Kindergarten program as needed.
4. Determines School Readiness eligibility electronically through the statewide data system or face-to-face appointments with individuals as needed, reviews hard copy and/or electronic data for accuracy and adherence to funding guidelines.
5. Processes School Readiness eligibility online through the state approved computer system.
6. Educates participants to the policies, procedures, and requirements of the School Readiness program.
7. Assist participants in collecting and completing appropriate documents as needed.
8. Documents all meetings and customer conversations In the appropriate computer system.
9. Maintains participant information and submits data in a timely manner for required reports.
10. Plan, implement and coordinate various activities in accordance with guidelines and policies needed for satisfactory completion of performance standards.
11. In service participation for programmatic activities as requested such as workshops, seminars, conferences, and other formal/informal activities.
12. Refers clients to Child Car Resource and Referral staff for services as necessary.
13. Participate in department staff meetings and in-service training as requested.
14. Support the department projects to offer a parent and child-friendly environment.
15. This is a position of special trust and requires Level I background screening.
16. 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 marginal duties as required.



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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 degree.
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. Pre-employment background screening is required.
6. Periodic out of town and local travel may be required for various training(s)
7. Has a home office in the event telework assignment is offered.

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 (2003 or higher) 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.