



ENROLLMENT ELIGIBILITY SPECIALIST

SUMMARY

Under general supervision, provides administrative support for the Youth Services programs. Areas of responsibility include, but are not limited to, processing applications and paperwork, entering information into the enrollment system; and explaining, interpreting, and clarifying program policy and procedures. Performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from higher-level supervisory staff. Exercises no supervision over staff.

DISTINGUISHING CHARACTERISTICS

This journey-level classification is responsible for providing administrative support for the Youth Services programs. Incumbents are expected to work independently and exercise judgment and initiative. Positions at this level receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

1. Performs a diverse range of administrative support duties for the Youth Services programs.
2. Receives, reviews, evaluates, and verifies information submitted from families; determines if they are eligible, or continue to be eligible, for program services based on established funding guidelines.
3. Works collaboratively with the Livermore Valley Joint Unified School District to identify those in need of services; refers families to other services or appropriate agencies as needed.
4. Assists with administrative tasks, such as maintaining wait lists, enrollment documentation, and site transfers; coordinates enrollment and recertification tasks; monitors contracts for recertification and compliance.
5. Receives and responds to questions from families regarding program services and requirements; provides information and assistance in person or on the telephone, based on eligibility procedures and knowledge of eligibility policy.
6. Works in conjunction with office staff and supervisors to assure that reporting and audits are completed on a monthly basis.
7. Responds to and prepares a variety of correspondence and reports relating to subsidy and eligibility; maintains records and completes required reports.
8. Assists with District special events as needed.
9. Performs other duties, as assigned

QUALIFICATIONS

Education and Experience:

- High School Diploma or GED;
- AND**
- Two years of relevant experience performing eligibility assessments for school, social services, or related programs.
- OR**
- Any combination of training, education, and experience that would provide the required knowledge, skills, and abilities.

Knowledge of:

- Rules and regulations governing eligibility.
- Methods and techniques of conducting interviews for program eligibility.
- Community resources available to families.
- Eligibility and certification/recertification processes.
- Business mathematic skills.
- Principles and practices of customer service, techniques for providing a high level of customer service.



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- Principles and practices of recordkeeping.
- Occupational hazards and standard safety practices.
- Modern office practices, methods, computer equipment, and applications related to the work.

Ability to:

- Understand, interpret, and apply all relevant laws, rules, regulations, policies, and procedures.
- Elicit accurate information from applicants for use in the eligibility determination process.
- Make independent decisions in accordance with established policies and procedures.
- Maintain accurate financial records and reports.
- Make mathematic calculations with speed and accuracy.
- Maintain the confidentiality of all information encountered in the course of work.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies, and procedures.
- Independently organize work, set priorities, meet deadlines, and follow up on assignments.
- Demonstrate strong customer service skills and establish, maintain, and foster positive and effective working relationships.
- Use English and Spanish effectively to communicate in person, over the telephone, and in writing.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Licenses and Certifications:

- Bilingual certification in Spanish.

PHYSICAL DEMANDS

Must possess: mobility to work in a standard office setting and use standard office equipment; to operate a motor vehicle; vision to read printed materials and a computer screen; hearing and speech to communicate in person and over the telephone or radio. Standing in and walking between work areas is frequently required. Finger dexterity needed to access, enter, and retrieve data using a computer keyboard, calculator, and to operate standard office equipment. Positions in this classification frequently bend, stoop, kneel, and reach to perform assigned duties, as well as push and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 30 pounds or heavier weights with assistance and/or the use of proper equipment.

ENVIRONMENTAL ELEMENTS

Incumbents work in both indoor and outdoor environments with moderate to loud noise levels. May work in controlled temperature conditions, cold and hot temperatures, or inclement weather conditions. May be exposed to communicable illnesses. Incumbents will interact with individuals in interpreting and enforcing rules, policies, and procedures.

WORKING CONDITIONS

Incumbents may be assigned an irregular work schedule, including early mornings, evenings, and holidays.

PRE-EMPLOYMENT CONDITIONS

- Department of Justice fingerprint clearance.
- TB Test

CLASSIFICATION DETAILS/HISTORY

Job Code: PT856

FLSA Status: Non-Exempt

Supersedes: Updated 6/15/23