



CATTARAUGUS COUNTY CIVIL SERVICE HUMAN RESOURCES DEPARTMENT

303 Court Street * Little Valley, NY 14755 * (716) 938-2281 * FAX (716) 938-2759

Kristine M. Phinney, Personnel Officer

ELIGIBILITY WORKER (Provisional appointment)

Informational Posting

Department of Social Services

1 Leo Moss Drive, Suite 6010

Olean, NY 14760

<u>Title</u>	<u>No. Positions</u>	<u>Salary</u>
Eligibility Worker	2	Grade 14 - \$22.95 per hour
*Provisional Appointment		General Bargaining Unit

****Permanent appointment requires successful completion and placement thru the Civil Service examination process.***

The work involves determining the eligibility of applicants for programs administered within the Social Services Department. The work involves personal interviews, telephone interviews, review and evaluation of applications, and is performed in accordance with Federal and State laws, regulations, policy, and local procedures. The work is performed under the supervision of a senior level staff member. An Eligibility Worker does related work as required.

Minimum Qualifications: Graduation from high school or possession of a high school equivalency diploma and either:

- A. One (1) year of work experience involving the examination, investigation, or evaluation of claims for assistance, veteran's or unemployment benefits, insurance, or a similar program or service operating under established criteria for eligibility; OR
- B. One (1) year of work experience involving substantial communication with adults involving persuasion, negotiation, explaining, or counseling. This experience must have involved the exercise of judgement in dealing with or responding to another person. Typical jobs involving this experience may include customer service representatives, people providing personal services, people providing social services, interviewers, counselors, and similar jobs involving periodic confrontation with a client, customer, member of the public, etc.; OR
- C. An equivalent combination of experience as limited by A) and B) above.

NOTE: Study in a college or university may be substituted for the experience on a year for year basis. Study must have been at a college or university accredited by a regional, national, or specialized agency recognized as an accrediting agency by the U.S. Department of Education/U.S. Secretary of Education. If your study was at an educational institution outside the United States and its territories, you must provide independent verification of equivalency. A list of acceptable companies who provide this service can be found on the New York State Civil Service website. You must pay the required evaluation fee.

Interested applicants must complete a Civil Service Application and submit it prior to 11:59pm on Wednesday, September 13, 2023 to:

Cattaraugus County Civil Service
303 Court Street
Little Valley, NY 14755

Applications are available at the Cattaraugus County website: <https://cattco-portal.mycivilservice.com>.

Cattaraugus County - an Equal Opportunity Employer

Issued: September 6, 2023