

DHS

Adult Category

Technician

Grade 106



TM/SM



Otero County, with its blend of historical significance, agricultural prosperity, and community spirit, represents an important part of Colorado's southeastern landscape. The county covers an area of approximately 1,270 square miles, consisting of plains, agricultural land, and also boasts some beautiful canyon land which is prime for hiking and biking.

The economy of Otero County is largely based on agriculture. It is known for its production of various crops, including melons, vegetables, and grains. Cattle ranching is also a significant industry. The area has a rich history tied to the early Native American inhabitants, Spanish explorers, and later, the development of the American West. The Santa Fe Trail, a major trade route in the 19th century, passed through the area. Bent's Fort, a reconstructed 1840s adobe trading post on the Santa Fe Trail, is located just outside La Junta.

The county offers a variety of outdoor activities, including hiking, fishing, hunting, and bird watching. The nearby Comanche National Grassland provides ample opportunities for exploring nature. The grassland is also home to the Picket Wire Canyonlands, which feature the largest dinosaur track site in North America.

For more information about Otero County see the link below.

<https://otero county.colorado.gov/>

Salary Range
\$37,146 - \$39,914
Annually

(Depending on qualifications and experience)



Bent's Old Fort
Photo by Lex Nichols

Otero County DHS Adult Financial Programs

Colorado's Adult Financial Programs include the Aid to the Needy Disabled–Colorado Supplement program, the Aid to the Needy Disabled–State Only program, the Old Age Pension program, the Home Care Allowance program, the Personal Needs Allowance program, and the Burial Assistance Program.

Position Overview

Conducts interviews to determine initial and on-going financial eligibility for public assistance programs, enters client information into a complex computer system, analyzes information against numerous public assistance programs and their related regulations, and refers clients to a variety of internal and external resources/services.

Duties:

- Conducts interviews with applicants and conducts application review in order to determine applicant eligibility for public assistance programs including but not limited to cash assistance, food assistance, and Medicaid.
- Elicits and verifies pertinent eligibility information such as employment, income, residence, property ownership, rent, household expenses, and other banking and financial resources, assists applicants to obtain additional information and resolve discrepancies, and answers applicant questions regarding eligibility.
- Determines initial and on-going eligibility for public assistance programs in accordance with federal and state laws, county rules and regulations, and approves and issues benefits.
- Records client information enters and updates information into complex state and county computer systems, and responds to inquiries about client records for administrative state hearings, federal reviews, fraud investigations, and federal and state program management and evaluation.
- Ensures benefit calculations made by the state computer system are accurate in order to reduce/eliminate errors. Impact of financial errors is significant due to state and federal sanctions.
- Explains rights and responsibilities to clients and provides referrals to non-profit agencies and other service providers to facilitate a comprehensive solution to the client's issues.
- Monitors changes in client's status, contacts clients to verify changes, and makes appropriate adjustments to eligibility and support payments.
- Analyzes cases and investigative findings by using specific program policies and procedures to determine who is responsible/liable and reason for any overpayment. Accurately establishes overpayment claims and the dollar amount of overpayments, based on current and past Federal and State laws and Public Assistance policies.
- Monitors changes in the Colorado Benefits Management System (CBMS) and adjusts work processes to ensure accurate provision of benefits.
- Performs other related duties as assigned. Any one position may not include all of the duties listed. However, the allocation of positions will be determined by the amount of time spent in performing the essential duties listed above.

Knowledge & Skills

- Guidelines are generally but not always clearly applicable, requiring the employee to exercise judgment in selecting the most pertinent guideline, interpret precedents, adapt standard practices to differing situations, and recommend alternative actions in situations without precedent.
- Duties assigned are generally complex and may be of substantial intricacy. Work assignment is performed within an established framework under general instructions but requires simultaneous coordination of assigned functions or projects in various stages of completion.
- Employee is responsible for determining time, place, and sequence of actions to be taken. Unusual problems or proposed deviations from guidelines, practices, or precedents may be discussed with the supervisor before being initiated.
- Knowledge of interviewing techniques sufficient to be able to elicit information.
- Attention of Detail – Is thorough when performing work and conscientious about attending to detail.
- Computer Skills – Has workable knowledge of basic office equipment including: computers, printers, copiers, scanners, and phones. Has basic computer skills, excellent typing skills and proficiency in Microsoft Office programs. Has a clear knowledge of spreadsheets and word processing documents. Has the ability to write, send, and retrieve email communication.
- Customer Service – Interacts with customers in a friendly and professional manner, works to resolve issues quickly and effectively, and is knowledgeable about products and services.
- Decision Making – Specifies goals and obstacles to achieving those goals, generates alternatives, considers risks, and evaluates and chooses the best alternative in order to make a determination, draw conclusions, or solve a problem.
- Interpersonal Skills – Shows understanding, friendliness, courtesy, tact, empathy, cooperation, concern, and politeness to others and relates well to different people from varied backgrounds and different situations.
- Reading – Understands and interprets written material, including technical material, rules, regulations, instructions, reports, charts, graphs, or tables; applies what is learned from written material to specific situations.
- Time Management – Ability to manage and organize a workload, set priorities, and complete assignments timely.
- Writing – Writes in a clear, concise, organized, and convincing manner for the intended audience.

Responsibility

Under general supervision, the employee receives assignments and is expected to carry them through to completion with substantial independence. Work is reviewed for adherence to instructions, accuracy, completeness, and conformance to standard practice or precedent.

Minimum Qualifications

- Education: AA in Business related field or
- Experience: Two years in job related field

Special Requirements

- Valid Colorado State Driver's license and insurance Reliable transportation

Essential Functions of the Job

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The work is performed in a standard office environment requiring normal physical effort. Requires sitting for extended periods of time, and occasional walking. Requires dexterous use of both hands. Requires corrected vision and hearing. Specific vision abilities by this position include close vision and the ability to adjust focus. Ability to push/pull up to 10 pounds. The noise level in the work environment is usually moderately quiet.

Application Process

All applications must be submitted through the **Colorado Work Force Center** in La Junta. Please contact them regarding this position in order to submit the application and all pre-interview testing.

La Junta Workforce Center

308 Santa Fe Ave.

La Junta, CO 81050

Phone Number: (719) 383-3191 Fax: (719) 384-8317

Serving: Serving Otero, Bent & Crowley counties

Note: Job Hotline: 719-384-5627

E-mail: cdle_la_junta_wfc@state.co.us

Office ID: 5162



Application available for download at:

<https://otero.colorado.gov/departments/human-resources>

Please return completed application to the Colorado Workforce Center in La Junta.

Full Benefit Package

- a) **FICA** (7.65%)
- b) **Retirement** – mandatory employee contribution 6%
 - Examples Only: Base Salary \$3000.00 x 6%=\$180.00 withheld monthly
Base Salary \$2500.00 x 6%=\$150.00 withheld monthly
(6% county match – 5 year vesting)
- c) **Health Insurance**
 - \$286.00 single coverage (\$450 deductible) – \$858.00 County contribution
 - \$579.00 family coverage (\$450 deductible) – \$1,740.00 County contribution
 - \$222.00 single coverage (\$5600 deductible, no Dental or Vision)
- d) **\$40,000 life insurance**
- e) **Workers' Compensation**
- f) **Vacation Leave** (12 days)
- g) **Sick Leave** (9 days) Plus 8 hours upon hire
- h) **Paid Holidays** (12 days)

- Other Optional Benefits will be addressed upon hire. Check with personnel.
- Employment is contingent upon the applicant passing a pre-employment physical and mandatory drug test.
- Additional employment data gathered may include criminal history, motor vehicle records, workers' compensation history, and previous employer verification.
- No medical inquiries will be made, or workers' compensation information gathered until after a conditional job offer has been given to the applicant.
- Flexible Schedule available after one year of employment.



Otero County Courthouse
Photo by Lex Nichols